



## **TRAINING SUPPORT SYSTEM (TSS) REACH**

# **CollabWorx USER'S MANUAL**

### **To get started, you will learn:**

- ✓ About the TSS Reach program
- ✓ About CollabWorx
- ✓ How to get an account
- ✓ How to set up the software

### **You will also learn how to use the software and protocols in order to:**

- ✓ Use Secure Instant Messaging
- ✓ Initiate or join collaborative meetings
- ✓ Adjust audio and video
- ✓ Send chat and private messages
- ✓ Share documents

## ***Better Teamwork, Better Soldiers***

We believe better soldiers will be the result of a sustained program of increased teamwork through communication and collaboration.

By extending the reach of virtual face-to-face meetings over Internet Protocol, we expect to overcome many of the limitations of legacy video systems and evolve new applications of training and training development throughout the Army and Joint forces.

Although this is a new effort, we expect exciting results as well as a few growing pains as we implement this program on a larger scale. Support is available, however, and your participation is appreciated in helping us realize this vision.

### ***For Assistance, Contact Us:***

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#### **The Army Training Help Desk (ATHD)**

<https://athd.atsc.army.mil> or 1-800-275-2872



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# PREFACE

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Personnel outside of the ATSC network, located at Fort Eustis, VA, who wish to download and install the CollabWorx software on their system, must check with your local Designated Approval Authority (DAA) to insure this software has been approved for use on your local network.

CollabWorx is an approved collaboration tool as shown on the DISA website:  
<http://jitc.fhu.disa.mil/washops/jtcd/dcts/projects.html>

ATSC Network users, assigned to ATSC, Ft. Eustis, VA will contact their local Network Engineer to find out how to have the CollabWorx software and/or related hardware installed on their systems.

## **Contact Information**

For questions regarding CollabWorx accounts or for other information or assistance regarding the TSS Reach program for collaborative tools, please contact:

### **Pam Hicks:**

pam.hicks@us.army.mil  
at 757-878-5964, or DSN 826-5964

### **Mike Andriliunas:**

michael.j.andriliunas@us.army.mil  
at 757-878-5964, or DSN 826-5964

## **The Army Training Help Desk (ATHD)**

ATSC has created initial Help Desk processes to support TSS Reach.

The Army Training Help Desk (ATHD) will provide Tier 1 call-in support at 1-800-275-2872.

Agents can assist you with common problems and/or you can access the knowledge base yourself at the ATHD website: <https://athd.atsc.army.mil/>

For new problems, or questions requiring specialized assistance, the ATHD will refer your help request to the Tier 2 subject matter experts.

For information regarding accounts, instruction, or implementation support, use the contact information on the cover of this document.

This document provides some basic troubleshooting information in Appendix D. For a continuously updated knowledge base, use the ATHD website or phone number.

## **Credits**

This document was a collaborative effort. We would like to thank everyone who contributed from the Automation Support Division: Rich Noe, Luis Vega, Steve Heinselman, and Steve Johnston.



# INTRODUCTION

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This document is a user's manual, which accompanies our hands-on training of CollabWorx, the synchronous collaborative tool sponsored by the Army Training Support Center (ATSC). We have included terminology and program information, how to obtain accounts, getting set up, using the software, and some protocol and troubleshooting tips along the way.

We welcome feedback on Training Support System (TSS) Reach, CollabWorx application, and this user's manual. Contact information is provided on the cover of this document.

## User's Manual Conventions and Terminology

### Conventions

This manual focuses on the operation of CollabWorx on the ATSC CollabWorx server. All screen shots are taken using this server and configuration.

### Terminology and Definitions

Variations on terminology associated with this system exist. Terms and definitions are provided to clarify appropriate terminology and acceptable variations.

**TSS Reach** is the program sponsored by ATSC in order to provide collaborative and distance technologies worldwide anytime, anywhere. Specific technologies such as CollabWorx, fall under this program.

**CollabWorx** (kə-lab'-wurks) is the name of the company that creates this synchronous collaborative tool. It is also the appropriate vendor-suggested term for the software.

**CW Lite** is a nickname that many people have used for the software. If someone uses this term, they mean the same thing as CollabWorx software.

**CollabWorx SIM** (Secure Instant Messenger) or **Community Window**. The icon for the SIM software that resides on your taskbar. When you double-click this icon you see a window with community members' names. Here you also have the ability to send Instant Messages and also to launch collaborative meetings. Most people call this the community window, because you see the community name at the top of the window.

**Collaborative Meeting** is the term we will use in this manual to indicate the application that includes audio, video, chat, and (depending on the type of meeting you choose) document sharing. Other generic terms are Virtual Meeting, Live Meeting, Conference, Collaboration, Web-based Videoconference, etc.

**Profiles** are the settings used on a particular server. Settings include login name, password, and URL to the server, along with other available preferences.

**Communities** are groups identified on the server by name. You will only have access to communities that the server administrator has given you access to. Some communities are restricted so that only select members can meet there, others are open communities where you can go to find someone in that group to communicate with. We are still in the early stages of creating and testing new communities.

## **Introduction to TSS Reach Collaborative Program, CollabWorx**

ATSC is supporting CollabWorx, our tool for secure, synchronous communication, and collaboration that we believe will promote better teamwork, better training, and ultimately, better soldiers.

Capabilities of CollabWorx include audio, video, and data conferencing, all over internet protocol using existing bandwidth. With minimal investment in a web camera and microphone you have a personal web-based videoconferencing system available at your convenience anytime, anywhere.

With CollabWorx, you can share the display, navigational control, and markup of documents. You can also share web-based content such as distributed learning content for review or training.

Applications for TSS Reach, CollabWorx include:

- Teambuilding and Teamwork
- Training
- Performance Support
- Working Meetings
- Personal Conferencing
- Spontaneous Communications

The software has multiple types of security including authentication, data encryption, and key cryptography. It has been tested as capable of running over SIPRNET and is an approved DISA collaborative software.

# GETTING STARTED

## Requesting a CollabWorx Account

The first thing you will need is a CollabWorx account in order to use this ATSC-sponsored collaborative tool.

Licensing is controlled by the number of accounts purchased for a server, not the download of client-side software. ATSC support of licensing/accounts is growing as the TSS Reach program grows.

There are two requirements for obtaining an account: an active AKO account which allows validation, and an ATSC sponsor to approve your account (except for ATSC staff).

The form for filling out your request is located at: <https://www.atsc.army.mil/CollabRegister/> (**Figure 2.1**).

The first thing you are prompted to do is select the type of account. There are two types of accounts.

1. Select **ATSCNET Member** if you are ATSC staff with a valid NAE network account.

OR

If you are not ATSC staff, select **Non-ATSCNET with AKO Account**. (**Figure 2.2**).

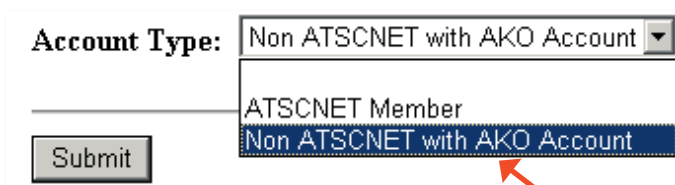
2. Click the **Submit** button.
3. Enter your AKO Username and Password, then click **Logon**.

**Note:** some types of accounts do not have full privileges and will not validate. If this happens, please contact us.

4. Fill in the fields on the form such as contact information, reason for requesting an account, and (for non-ATSC personnel) your ATSC sponsor's contact information.



**Figure 2.1** Account request webpage



**Figure 2.2** Account type drop-down selection box with Non-ATSCNET with AKO Account highlighted

Note: all fields must have an entry. Use "NA" if a field does not apply to you.

5. Click the **Submit** button.
6. You will receive notification via email when your account has been set up along with instructions.

## Equipment

You do not need equipment to get started using CollabWorx. Even without equipment, you can use the Secure Instant Messenger (SIM) and participate in Collaborative Meetings receiving audio, video, and data and participating by typing messages in the Chat window.

Equipment is not provided by ATSC, but it quickly pays for itself when replacing meetings and training that would otherwise require VTC or travel.

For questions regarding equipment that has been tested by ATSC, please contact us.

Your equipment should work independently of CollabWorx software.

## Installation Requirements

Installation of CollabWorx SIM client and associated document viewer plug-ins requires administrative privileges on Windows 2000, 2003, and XP. Once installed, the program will be available for anyone logging onto the computer. The profiles and settings, however, are unique and must be set for each person.

For detailed information on system hardware and software requirements, see Appendix B.

## Downloading and Installing the CollabWorx Software

The client end of CollabWorx is a free download since using the system is based on having an account.

### Downloading CollabWorx

1. Open your internet browser and connect to the AKO home page: <https://www.us.army.mil> (**Figure 2.3**).
2. Log in to AKO using your AKO user name and password.
3. Once you are logged in to the AKO home page, click on **Files** (**Figure 2.4**).
4. Scroll down to **Download a Document** and type in the ID number of **1153649** (**Figure 2.5**).
5. Click the **Go** button.

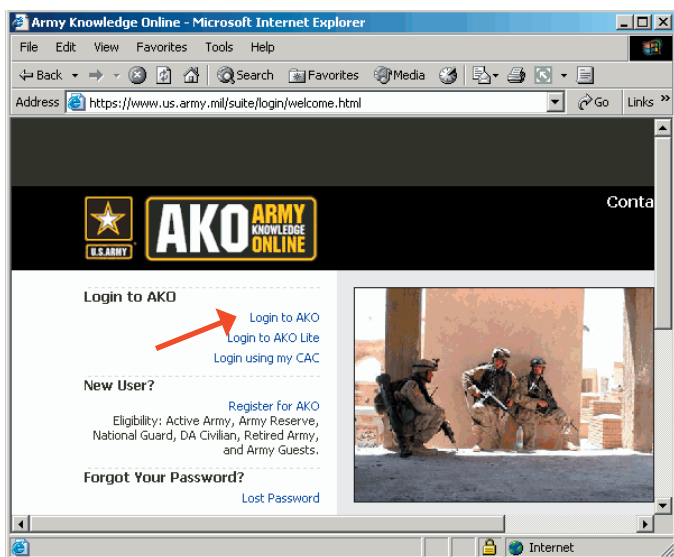


Figure 2.3 AKO homepage



Figure 2.4 AKO Menu bar with Files highlighted

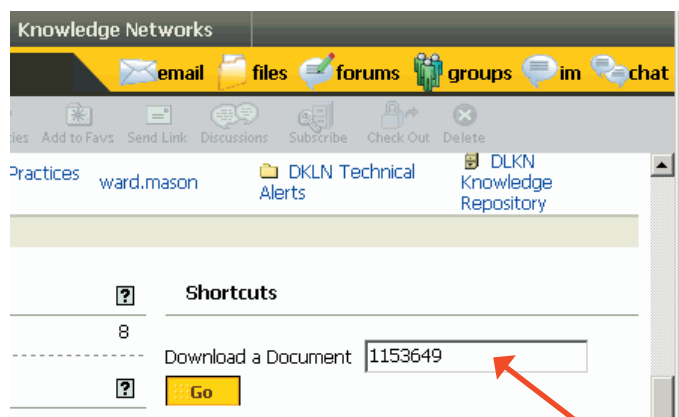


Figure 2.5 Download a Document with ID number filled in

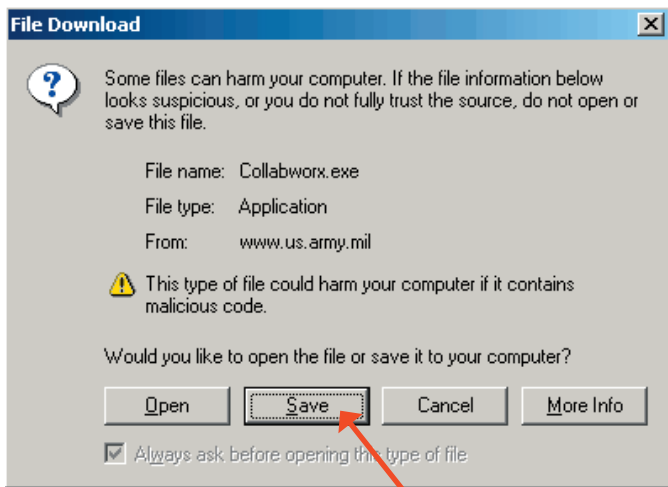


Figure 2.6 File Download window



Figure 2.7 Finding Internet Options in Internet Explorer

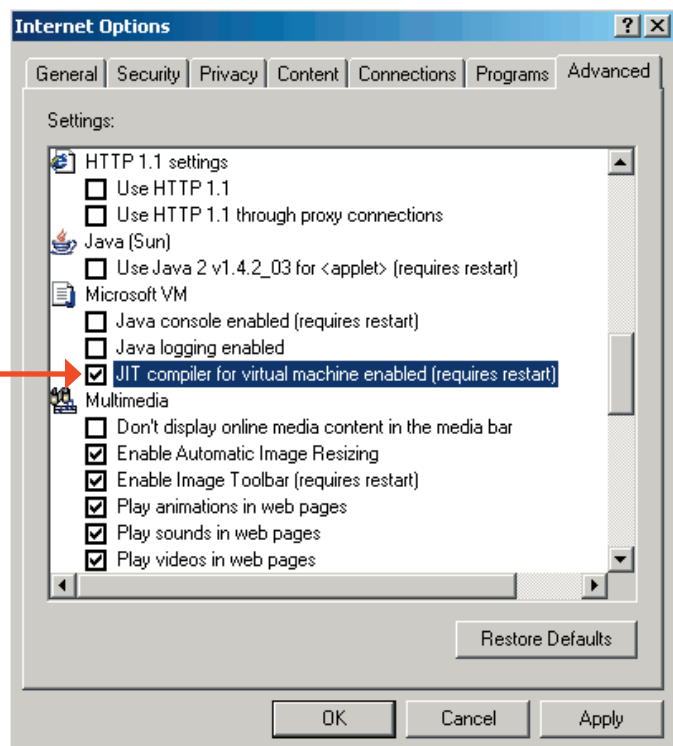


Figure 2.8 The Advanced tab and what your Java settings should look like

6. Once located, you will be prompted to either Open or Save the file. Select **Save** (Figure 2.6).
7. Choose a place on your desktop or other available location to save the file, CollabWorx.exe (Figure 2.7).

The file is an executable which is a self contained WinZIP format containing several files.

\*Once saved, **DO NOT EXECUTE** the file until you have checked for pre-install configuration requirements.

### Pre-install Configuration Requirements:

Prior to installing the CollabWorx client, Microsoft's VM or Sun's Java must be installed for CollabWorx to function correctly.

To check if a version of Java is installed on your system, follow these steps.

1. Open Microsoft's Internet Explorer.
2. Select the **Tools** menu, then **Internet Options** (Figure 2.7).
3. Click on the **Advanced** tab.
4. Scroll down. If a version of Java is installed, you will see either "Microsoft VM" or "Java (Sun)" categories or both (Figure 2.8).

Note: Microsoft VM is the recommended Java client to install.

The only checkbox by default that should be checked is the "**JIT compiler for virtual machine enabled**" (Figure 2.8).

If you are using the Sun Java client the default checkbox should be checked.

Having both Java clients enabled can cause conflicts. If Sun Java and Microsoft VM are both installed, ensure the Sun Java is disabled by clicking to un-check the Sun Java box.



Figure 2.9 CollabWorx software zip file

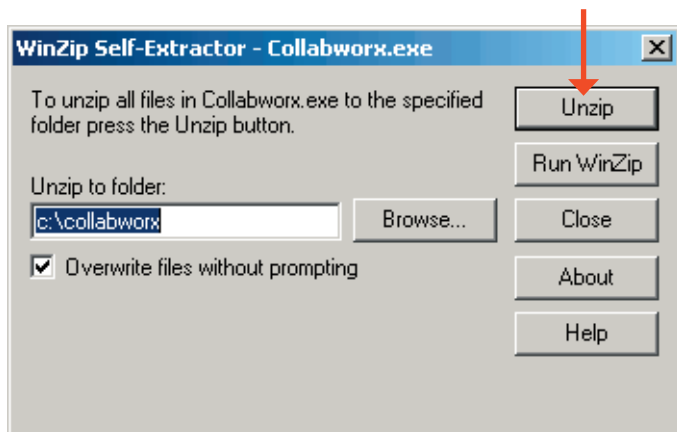


Figure 2.10 WINZIP program ready to Unzip your files

## Unzip the Downloaded File

1. Double-click **CollabWorx.exe**, the file that you downloaded earlier. (**Figure 2.9**).

The WINZip program will open ready to Unzip your file to a CollabWorx folder on your C Drive and extract files to it. The folder will be created for you (**Figure 2.10**).

2. Click the **Unzip** button.
3. Files included in the download are:

Java files:

- ✓ msjvax86.exe (Install for Microsoft Virtual Machine, the preferred Java client)
- ✓ unmsjvm.exe (Uninstaller for Microsoft Virtual Machine)
- ✓ jinstaller142\_03.exe (Install for Sun Java)

CollabWorx install file:

- ✓ sim38019\_20040429\_00\_eustis.exe

Help Documents

## Install Java (If not already installed)

If you don't have Java installed, follow these steps to install Microsoft VM (recommended):

1. Double-click the file **msjvax86.exe** in CollabWorx folder.
2. If you need to use the Sun Java client instead of the Microsoft VM, double-click the jinstaller142\_03.exe file also included in the CollabWorx folder. Sun Java is not recommended; we have found it to cause some hardware not to work and other problems.

**Note:** Do not install both versions of Java.

3. Once one of the Java clients has been installed, re-check the Advanced Internet Options settings to ensure it shows that either Microsoft's VM or Sun Java is installed (**Figure 2.11**).

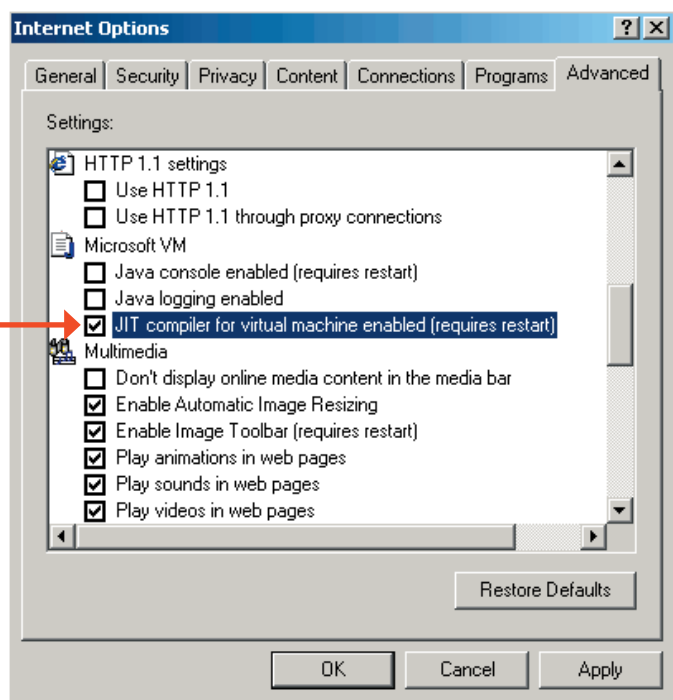
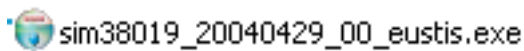
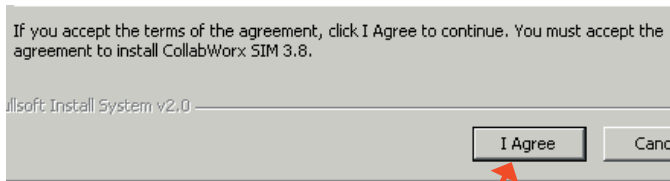


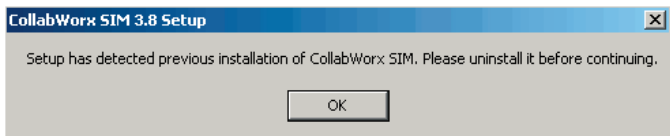
Figure 2.11 The Advanced tab and what your Java settings should look like



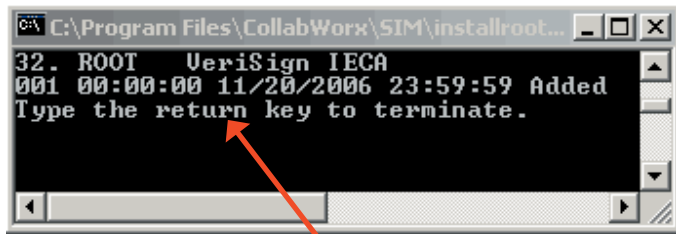
**Figure 2.12** CollabWorx installation file



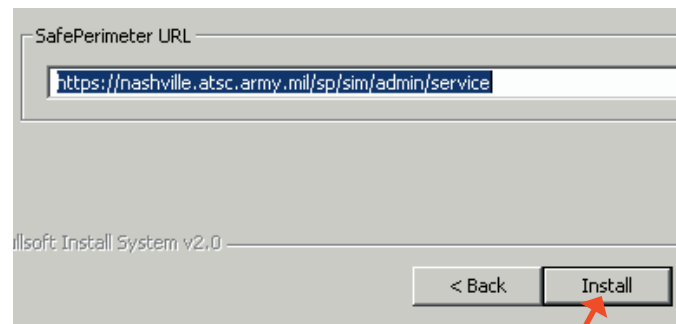
**Figure 2.13** License agreement



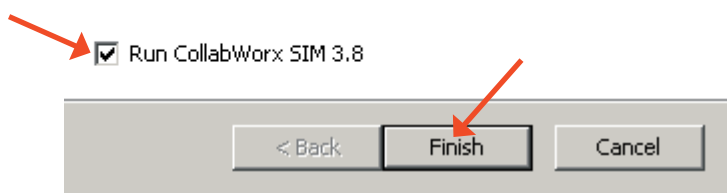
**Figure 2.14** Warning if you already have CollabWorx SIM



**Figure 2.15** Press the Enter key on your keyboard to continue



**Figure 2.16** Server URL for ATSC already filled in



**Figure 2.17** Finish installation

## Install the CollabWorx Client Program

1. To begin installing the CollabWorx SIM client, double-click the file **sim38019\_20040429\_00\_eustis.exe** in the CollabWorx folder (**Figure 2.12**).

**Note:** For the installation, you should click straight through using all the default selections.

2. The License Agreement dialog box appears; click the I Agree button (**Figure 2.13**).

Note: if you have a previous version of the CollabWorx SIM client installed, you will be prompted to uninstall it first. (**Figure 2.14**).

If you have a prior version loaded, skip to Appendix A, "Uninstalling or Updating CollabWorx" when you get this message.

3. Choose Start Menu folder. This is the folder that will be placed by the installer in the Windows "Programs" menu.

We recommend the default value. The installer automatically creates a shortcut on the your desktop. If you do not want the installer to create a desktop shortcut, click the "Do not create shortcuts box."

Click the **Next** button.

6. During this process a subprogram called "Installroot.exe" will open a DOS window and begin installing security certificates. Once this process is completed, you will be required to press the **Enter** key on your keyboard to clear the DOS window and continue the installation (**Figure 2.15**).
7. Next, you will be asked to specify a URL for the authentication service. This version of the SIM client has already been set to a default address of:  
<https://nashville.atsc.army.mil/sp/sim/admin/service>.

If you do not see the address, type it in the field. This connects you to the ATSC CollabWorx server located at Ft. Eustis, VA.

Click on **Install** (**Figure 2.16**).

8. After the installation is complete, you have the option to Run CollabWorx SIM. If you do not want the program to start, uncheck the box before proceeding. It is recommended, however, for you to Run the CollabWorx SIM to complete configuration.

Click **Finish** to complete the installation (**Figure 2.17**).



Figure 2.18 Create a profile

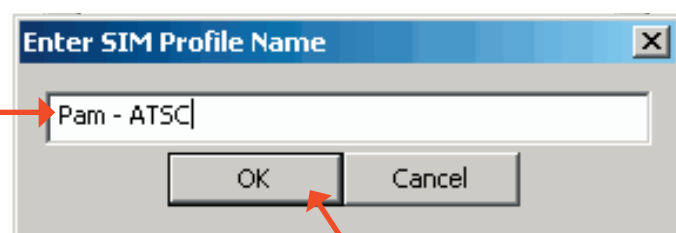


Figure 2.19 Profile name

## Creating Your Profile to the ATSC Server

When the program first starts, you will need to create a Profile of default settings for your account so you can be authenticated on the server and begin using the program.

### Create Profile

1. The first dialog box presented is the profile selection dialog box. When you first load the program, no Profiles exist and the dialog box is empty.
2. You must enter a Profile Name, which is just a nickname for the settings to a particular server. We recommend naming your profile with your name and an indicator for the server. For example, **Your Name – ATSC** (Figure 2.19).
3. Once you have entered your profile name, click the **OK** button (Figure 2.19).

## Configuring Profile Properties for the ATSC CollabWorx Server

In the Properties dialog box, click the User tab if not displayed.

**Note:** Entries in the Properties dialog box are case-sensitive. Use lower case unless instructed otherwise.

### User Tab Properties

1. You will begin by entering your **Login Name** and **Password**.
2. Your Login Name is your full AKO email address including "@us.army.mil."
3. When your account is set up, you receive an email confirmation. This email also contains your default password.

In the next section, you will be shown later how to change your password.

4. You will probably want to check the "Remember password" box, as this will allow you to start the program without being prompted each time to enter the password.

Leave the other settings in this tab as they are for now (Figure 2.20).

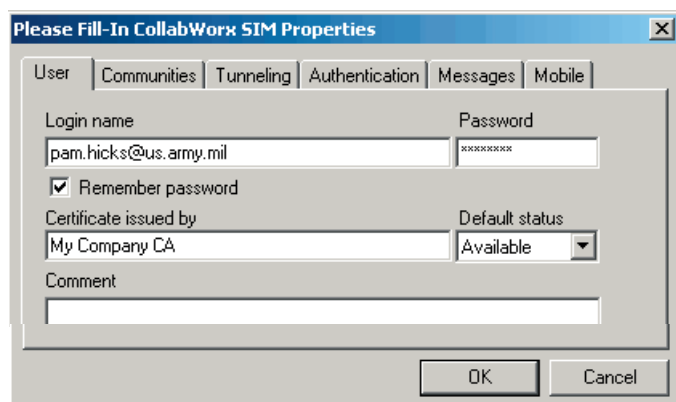
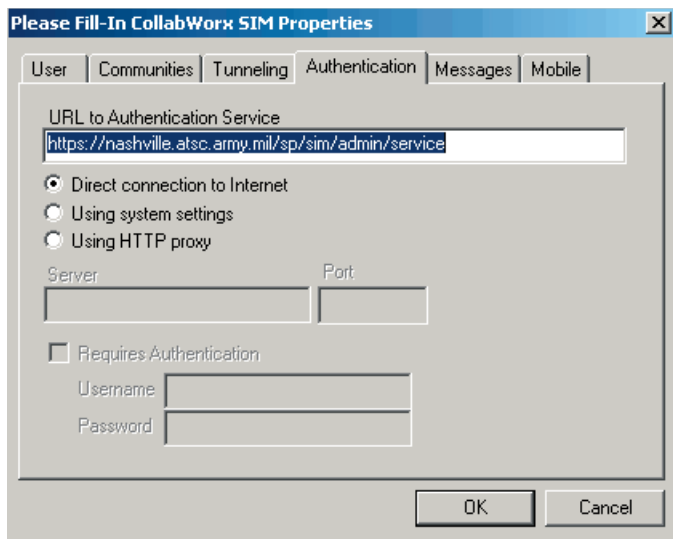
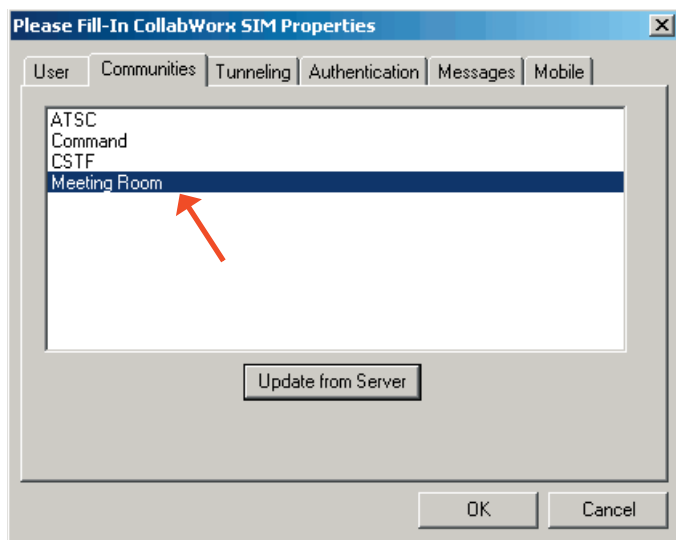


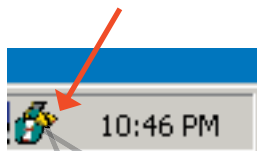
Figure 2.20 User tab properties



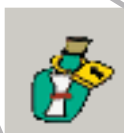
**Figure 2.21** Authentication tab properties



**Figure 2.22** Communities showing the Meeting Room and several communities that are restricted in membership



**Figure 2.23** The CollabWorx SIM icon on the taskbar



**Figure 2.24** The CollabWorx SIM icon, a message in a bottle with a lock

### Authentication Tab Properties

1. Click on the Authentication tab.
2. For the ATSC server, make sure the URL is: <https://nashville.atsc.army.mil/sp/sim/admin/service>. This should already be filled in because from the default URL in the installation, if it isn't type it in now.
3. Direct connection to the Internet should be selected as the default (**Figure 2.21**).
4. Continue to the Communities tab.

### Communities Tab Properties

1. Click the Communities tab.

The program will authenticate your account on the server before displaying community information. If you get an authentication error, go to the User tab and re-enter your Login name and Password, and click on the Communities tab again to see if you still get the error.

**Note:** Authentication requires an active account, the Login name, Password, and URL to the server entered correctly. If you continue to have problems authenticating, contact us so we can check your account.

2. At a minimum you should see "Meeting Room" under your Communities tab. The communities you see are based on your access to specific communities. We have started out with only a few communities to test usability as we proceed with this program.

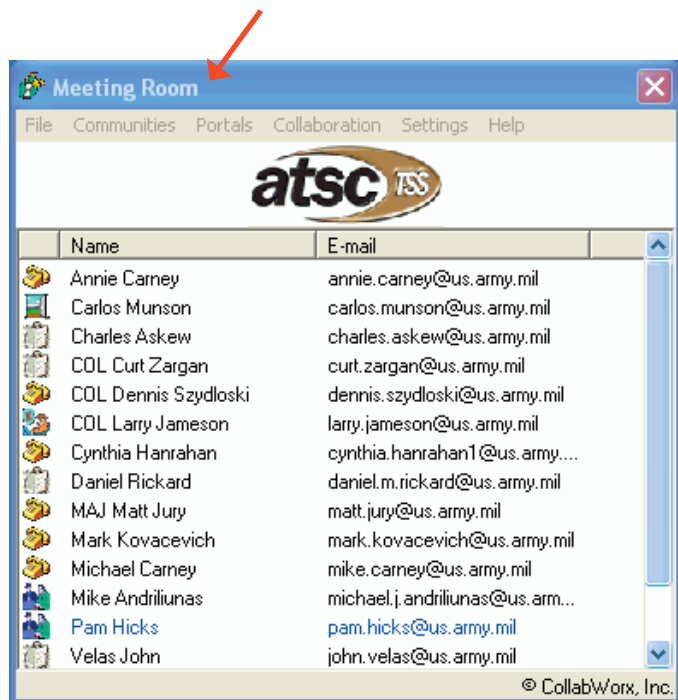
If you don't see Meeting Room and don't get an authentication error, click the Update from Server button to get community information (**Figure 2.22**).

3. Select Meeting Room or another community based on your access.
4. Click the **OK** button.

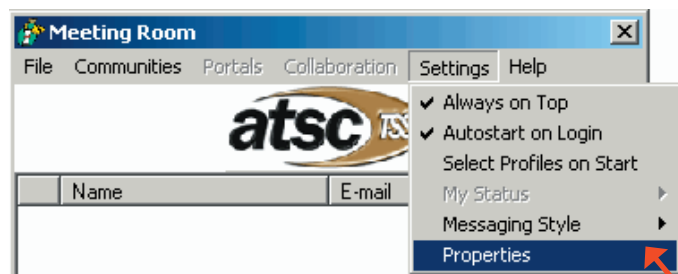
You are now configured and logged into ATSC's CollabWorx server using the profile you just created.

The program icon will dock on your taskbar in the lower, right-hand corner next to the clock (**Figure 2.23**).

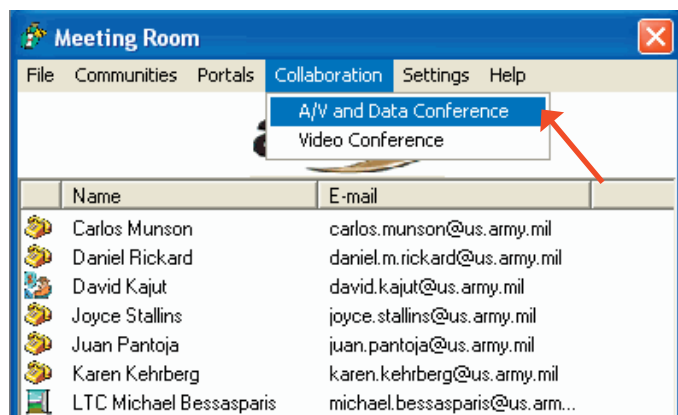
The icon shows a message in a green bottle with a small yellow lock to indicate the secure nature of this program (**Figure 2.24**).



**Figure 2.25** The Secure Instant Messenger (SIM) or "Community Window"



**Figure 2.26** Properties are found under the Settings menu of the SIM, or Community window



**Figure 2.27** Starting a Collaborative Meeting with Data (for document sharing)

## Accessing the Secure Instant Messenger (SIM) or "Community Window"

1. The CollabWorx SIM program is running if you see the icon (**Figure 2.23**) on your taskbar.

If you don't see the icon, you will need to start the program, CollabWorx SIM, from your Program Menu.

2. Double-click the **SIM icon** on your taskbar to view the window with the list of people currently logged in to your community (most commonly referred to as the "Community Window" because the community name is at the top of the window (**Figure 2.25**).

**Note:** When you close this window with the X in the upper, right corner, it doesn't exit the program, it just re-docks the icon on the taskbar.

## Getting Back to the Properties Dialog Box

If for some reason you don't authenticate when logging in, you will need to know how to get to the dialog box to enter your Login name and Password again.

1. If your Community window isn't open, double-click the program icon on the taskbar.
2. In the Community window, click on the **Settings** menu and choose **Properties** (**Figure 2.26**).
3. The dialog box should open at the User tab ready where your Login name and Password settings are.

## Installing Document Viewer Plug-ins

There is one other step to a full installation. When you start a Collaborative Meeting the first time, you will be prompted to install plug-ins for viewing Shareable Documents.

Details about using the SIM and Collaborative Meetings are in Sections 4 and 5 of this document. For now we are only concentrating on getting everything installed.

## Initiating a Collaborative Meeting

**Note:** Someone with administrative rights to the computer will need to initiate the first collaborative meeting in order to install the document viewer plug-ins.

1. Go to the Collaboration menu in the SIM (or Community) window and select **A/V and Data Conference** (**Figure 2.27**).

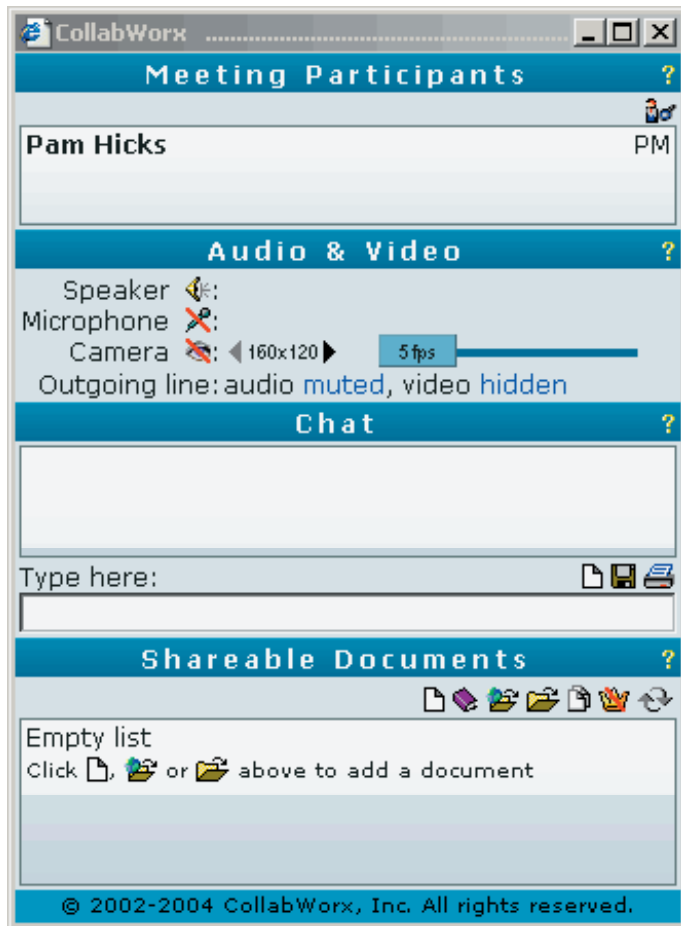


Figure 2.28 The Collaborative Meeting window

2. Give the Collaborative Meeting window time to attempt to load everything (**Figure 2.28**).
- This will take several minutes since the program has to determine what viewers you need.
3. You will be prompted by a series of windows requiring installation of additional software (plug-ins) for document viewers (**Figure 2.29**). Answer in the positive with "Yes," "Run," or "Open" etc. to install all the required plug-ins.
4. If the program gets hung up during loading, close with the X in the corner of the window (**Figure 2.30**) and reinitiate with Step 1.

Everything should be installed now and you can move on to the next section, Additional Settings.

### Online Help

There is also an online User Guide in the Help menu with detailed information on how to use the program.

1. Click the Help menu and select Help Topics.

The SIM Client Help menu opens. You can get to information by selecting the Content, Index, or Search tabs.

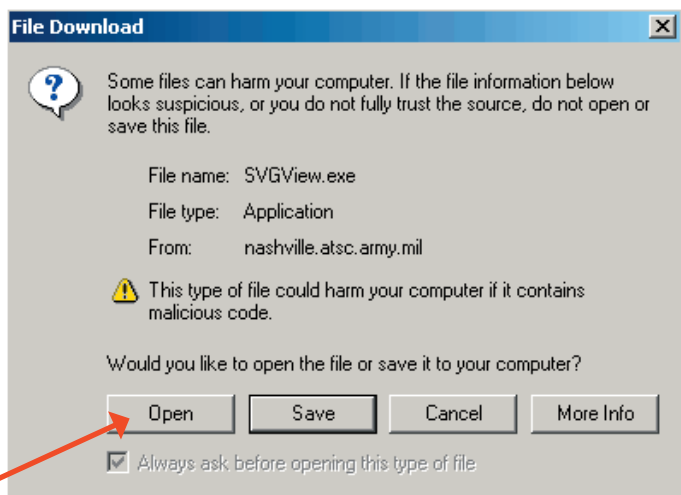


Figure 2.29 Starting a Collaborative Meeting with Data (for document sharing)



Figure 2.30 Starting a Collaborative Meeting with Data (for document sharing)



# ADDITIONAL SETTINGS

# 3

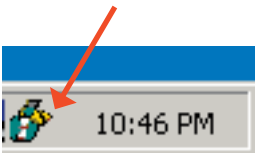


Figure 3.1 The CollabWorx SIM icon on the Windows taskbar

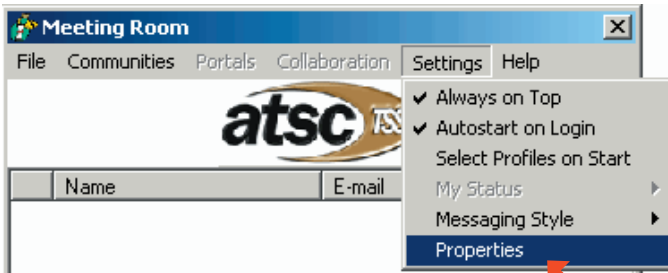


Figure 3.2 The SIM Settings menu

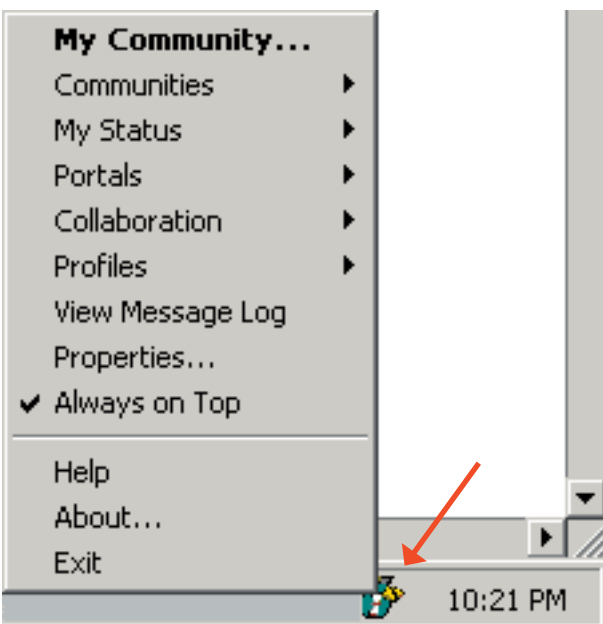


Figure 3.3 The CollabWorx SIM icon on the taskbar and the menu you get from clicking on it with the right mouse button

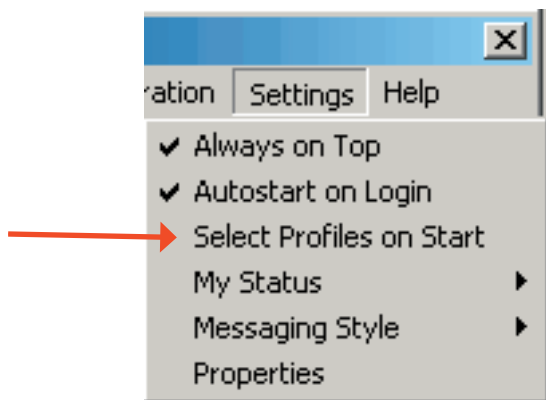
## Recommended Settings

These instructions will show you how to set up your program so that it loads, ready to communicate with others, when you log in to your computer. You will also learn how to change personal settings and preferences.

## Accessing the Secure Instant Messenger (SIM) or “Community Window” Settings

1. The CollabWorx SIM program is running if you see the icon on your taskbar (**Figure 3.1**). If you don't see the icon, you will need to start the program, CollabWorx SIM, from your Program Menu.
2. Double-click the **SIM icon** on your taskbar to view the Community window with the list of people currently logged in to your community.
3. Click on the **Settings** menu as shown (**Figure 3.2**) to access the settings and properties.

**Note:** Most Community window menu items can also be accessed by right-clicking on the CollabWorx SIM icon on the taskbar to get the easy-access menu (**Figure 3.3**), but for our instruction we will focus on the menu in the Community window.



**Figure 3.4** Recommended settings for the first three items in the Settings menu

## Settings Menu Options

You should be aware of user settings and options and how to get to these areas when you need to enter or change information.

### Settings Menu Options

The first three items on the Settings menu are something you will want to adjust when getting started. They are all selected by default. We recommend the following settings:

1. Leave a **check** next to "Always on Top" so the program windows appear on top of other programs.
2. Leave a **check** next to "Autostart on Login" so the program automatically starts when you log in to your computer.
3. Click "Select Profiles on Start" if it has a check next to it to **remove the check**. You will mostly be using the ATSC profile and now you won't have to select it every time you log in (**Figure 3.4**).

With these settings, CollabWorx will automatically start and dock the icon on your taskbar ready to collaborate.

## Properties

We will now return to the Properties dialog box to go over user preferences not covered in initial program installation.

1. Begin by clicking the **Settings** menu and then **Properties** (**Figure 3.5**).

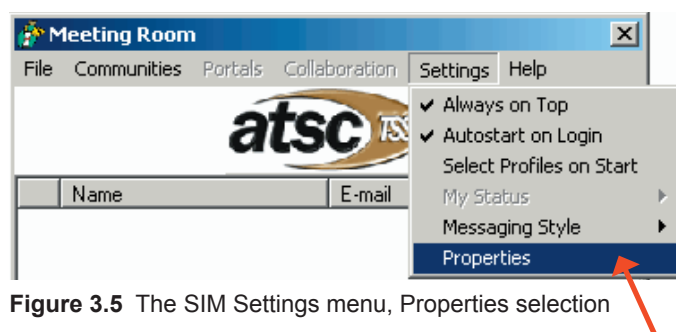
You will see several tabs that we accessed during program installation and setup.

### General Messages Settings

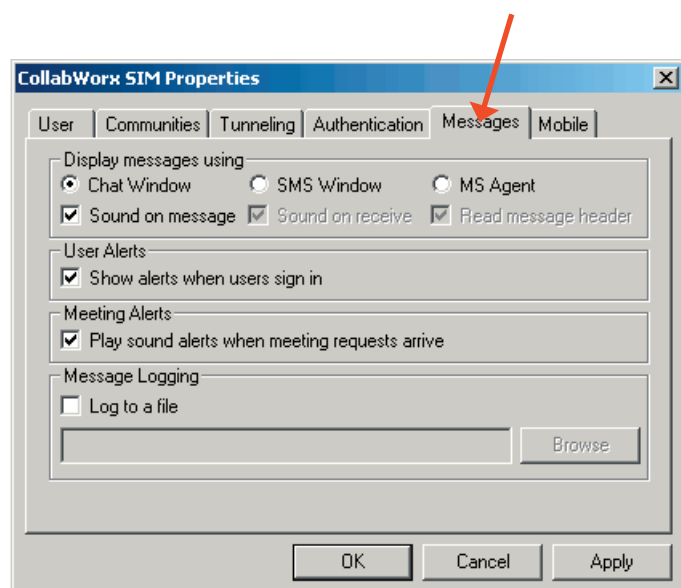
1. In the Properties dialog box, select the **Messages** tab (**Figure 3.6**).

In the Messages tab, there are selections enabled by default for sounds and also to see names as users sign in to the system. After you have some experience with the system, you may want to deselect these based on your personal preferences.

2. Leave "Display messages using" set to Chat Window.
3. Leave the two sound choices selected unless you have a situation where sound is unwanted.
4. User alerts are useful if you need to know when someone has logged in to the system and can be contacted. The person's name briefly pops up at the lower corner of your screen above the SIM icon. If you have no need for this, click the check to deselect this option.



**Figure 3.5** The SIM Settings menu, Properties selection



**Figure 3.6** Properties, Messages tab default settings

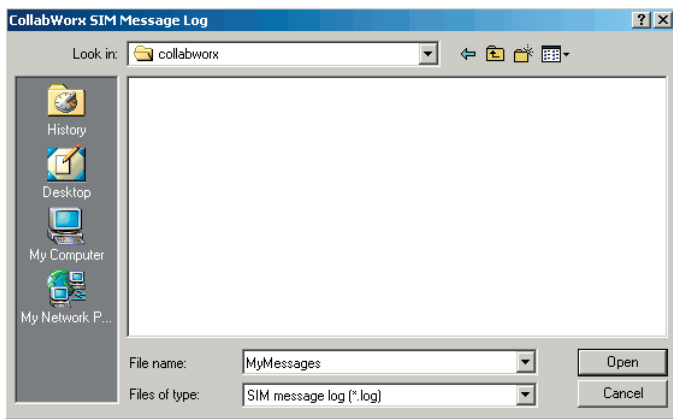


Figure 3.7 Location and name of message log file

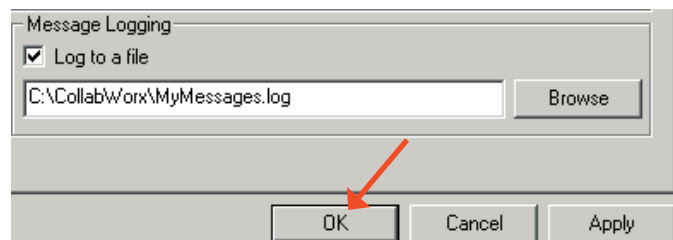


Figure 3.8 Apply settings and click OK to finish

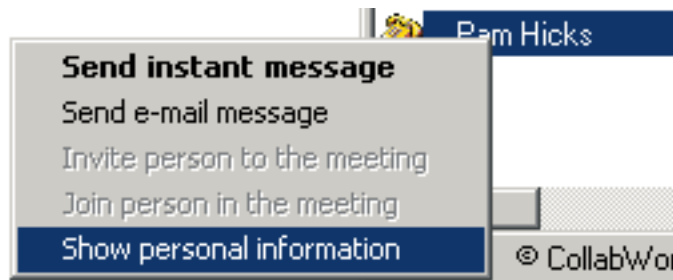


Figure 3.9 The CollabWorx SIM icon

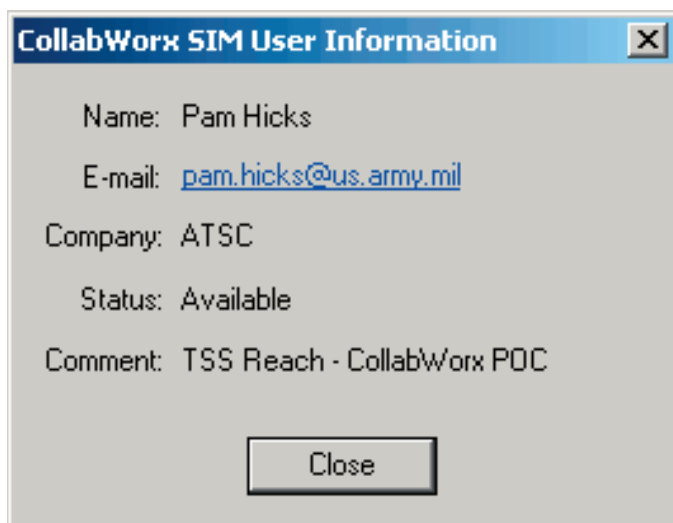


Figure 3.10 The CollabWorx SIM icon

## Message Logging

The last item in the messages tab, Message Logging, is something we recommend that you set up.

Secure Instant Messaging (IM) is used very frequently. This information is not saved, however, unless you have Message Logging set up.

1. Click to put a check next to **Log to a file**.
2. Click the Browse button and select where on your computer you want to put the message log file.
3. Enter a name for the file next to **File name**.
4. Click the **Open** button (Figure 3.7).
5. Click the **Apply** and **OK** buttons to close the dialog box (Figure 3.8).

**Note:** We will cover viewing Instant Messages in the next section.

## Showing and Editing Personal Information

You can change any of the information about yourself in the system except your AKO email.

1. To see personal information about someone, right-click their name in the SIM window (Figure 3.9).
2. Click **Show personal information**. A window with information will pop up (Figure 3.10).
3. To add or change a Comment about yourself, go to the **Settings** menu and click **Properties**.
4. Type in the Comment field of the User tab (Figure 3.11).
5. Click **Apply** and **OK**.

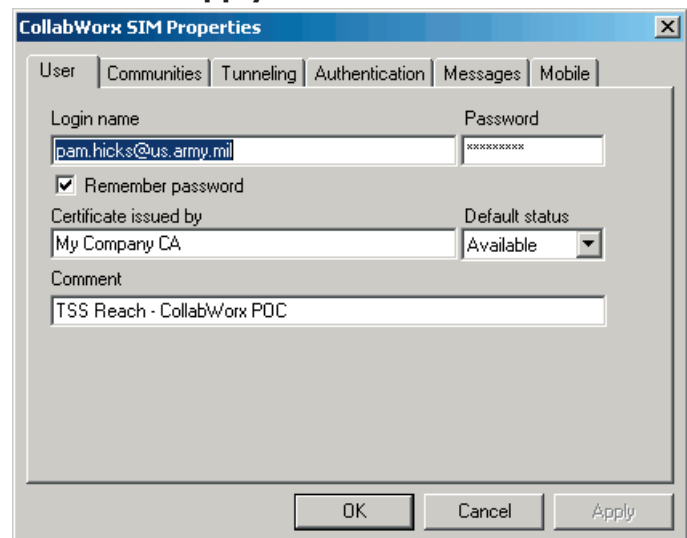


Figure 3.11 The SIM Settings menu, Properties selection



Figure 3.12 Select SafePerimeter from the Portals menu

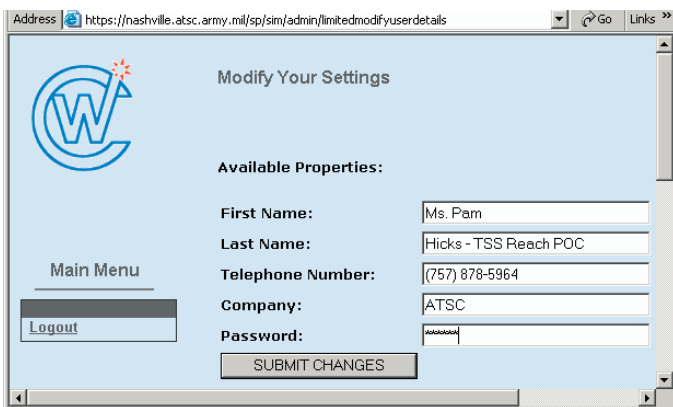


Figure 3.13 Modifying settings



Figure 3.14 Logout and login again for settings to change

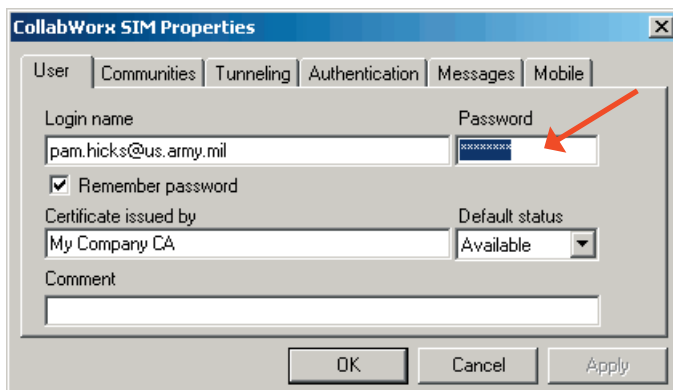


Figure 3.15 Change your password in properties also

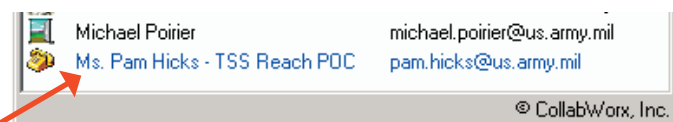


Figure 3.16 Changes to your name will appear in the SIM window

## Editing Personal Information

You have the ability to change the way your name appears in the community list, change your password from the default, and edit other information.

1. Open the community window by double-clicking the icon on your taskbar.
2. You will see the list of names with your name highlighted in blue.
3. Go to the **Portals** menu and select **SafePerimeter** (Figure 3.12).
4. The webpage with Your Settings will appear.
5. To change information, click the **Edit Data** button.
6. To show rank or title with your name, add this in the First Name field. You could also add information behind your last name (Figure 3.13).
7. Edit other fields and password as necessary.
8. Click the **Submit Changes** button.
9. If you changed your password, click the "Logout" link. You will be prompted to enter your Username and Password (Figure 3.14).
10. If you changed your password and have Remember Password checked in the User tab of the Properties dialog box (Figure 3.15), remember to enter your new password here also to be remembered or you will not authenticate when you log on.
11. You will see any changes in the appearance of your name in the SIM or Community window (Figure 3.16).

# SECURE INSTANT MESSENGER

# 4

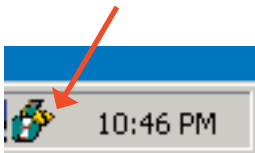


Figure 4.1 The CollabWorx SIM icon on the Windows taskbar

## The Secure Instant Messenger (SIM) or Community Window

CollabWorx Secure Instant Messenger (SIM) is a complete instant messaging solution for organizational use.

In contrast to consumer grade instant messaging tools, SIM focuses on using secure instant messaging to foster better communication within the organization, to provide interactive links between organization's customers and the organization's employees, or to improve communication between business partners.

SIM also serves as a gateway to more complex collaboration solutions, such as Collaborative Meetings with audio, video, and document sharing.

1. Double-click the **SIM icon** on your taskbar (**Figure 4.1**) to view the window with the list of people currently logged in to your community.

## Persistent Status Indicators

You will notice different icons next to people's names in your community. These are used to provide a high level of on-line presence awareness (**Figure 4.2**).

Some of the icons are user-defined (i.e., the user selects status indicator from the Settings menu), others are automatic (i.e., program assigns a status based on pre-defined criteria).

The recommended default icon is the telephone, which means the user is "Available." If necessary, you can change your default by going to the **Settings** menu, selecting **Properties** and using the drop-down under Default Status in the User tab to change the default (**Figure 4.3**).

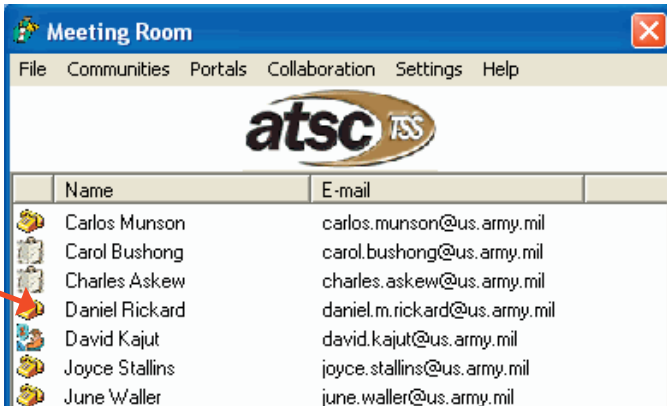


Figure 4.2 The SIM or "Community" window

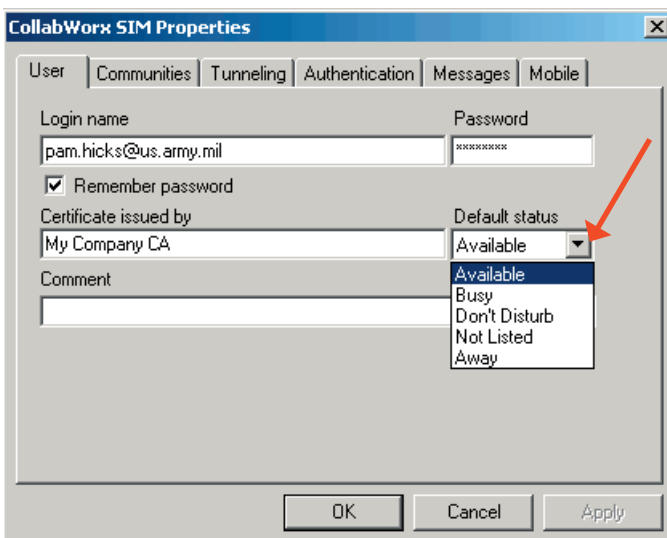
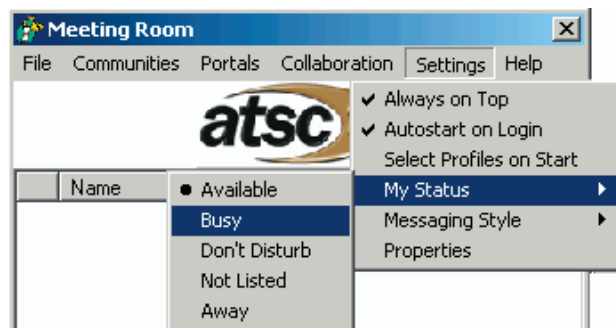


Figure 4.3 The CollabWorx SIM icon








**Figure 4.4** The Status menu used for setting user presence indicators

Default and automatic user status indicators are shown in **Table 4.1**.




### Configurable Status Indicators

You may wish to change your icon to indicate to others that you are not available. **Table 4.2** provides details on these indicators.

1. Click the **Settings** menu and choose **My Status**.
2. Select the icon which best expresses your current user status (**Figure 4.4**).

Description	Comment	
User is <b>available</b> for instant messaging and invitations to collaboration meetings.	<b>This is default setting.</b> Being logged in and available are the recommended settings for optimum benefits of collaboration.	
User is participating <b>in a meeting or conference</b> . Two new options become active in the user menu (right-click user name): the user in a meeting can invite others to join; others in SIM community can join the user in the meeting.	Set automatically when user enters a meeting, restored to the default or to the user-defined value when user leaves the meeting.	
User is <b>idle</b> .	Automatically set after <b>10 minutes</b> of inactivity on user workstation unless user manually selected another status.  This is an "awareness" feature. It does not change in any way how messages are handled. The messages will be sent to the user, queued, and displayed when user returns. No messages are lost.	
User is (figuratively) <b>asleep</b> .	Automatically set after <b>1 hour</b> of inactivity on user workstation unless user manually selected another status.  This is an "awareness" feature. It does not change in any way how messages are handled.	
User is <b>absent</b> .	Set automatically after <b>3 hours</b> of inactivity on user workstation unless user manually selected another status.  This is an "awareness" feature. It does not change in any way how messages are handled	

**Table 4.1** Default and automatic user presence indicators

Description	Comment	
User is <b>busy</b> . Please, send important messages or meeting invitations only. SIM will issue a warning before sending an IM or invitation to a busy user.	Set by the user	
<b>Do not disturb</b> . In this state, SIM will decline to send messages or to invite the user to instant meetings. You can choose to send user an email message instead by right-clicking user name and selecting "Send email message" option.	Set by the user	
<b>Away</b> . Shown when user sets his/her status to "Away"	Set by the user.	
User is <b>not listed</b> .	Set by the user. For privacy, a user can decide not to be listed in SIM. User still can send messages and receive replies.	No icon is shown when the status is Not Listed.

**Figure 4.2** Presence indicators set by the user

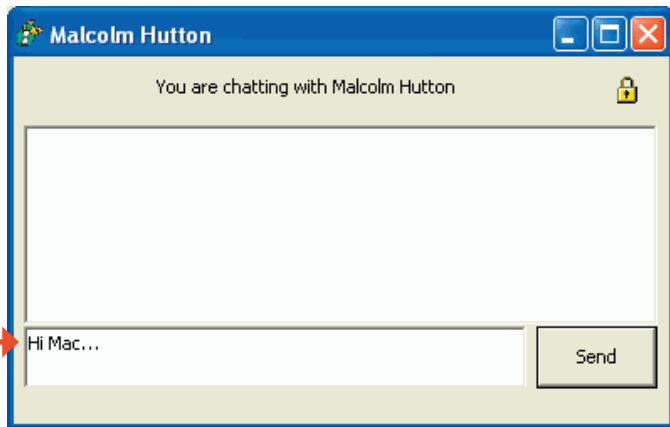


Figure 4.5 Sending an Instant Message

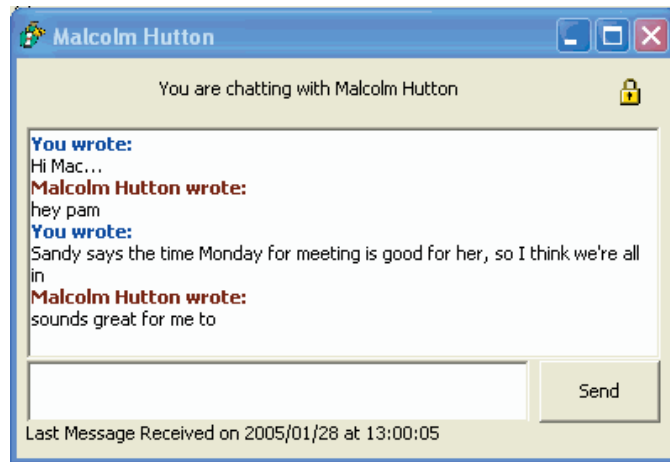


Figure 4.6 Instant Messages

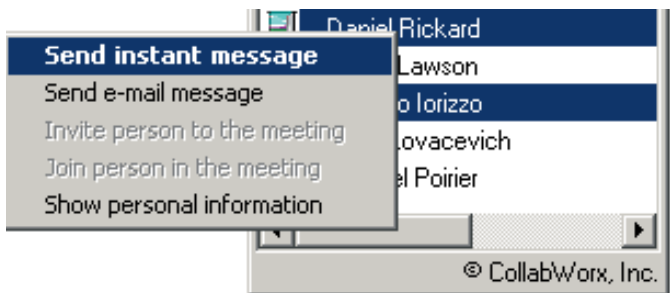


Figure 4.7 Select multiple names and right-click on the high-lighted area to get the user menu.

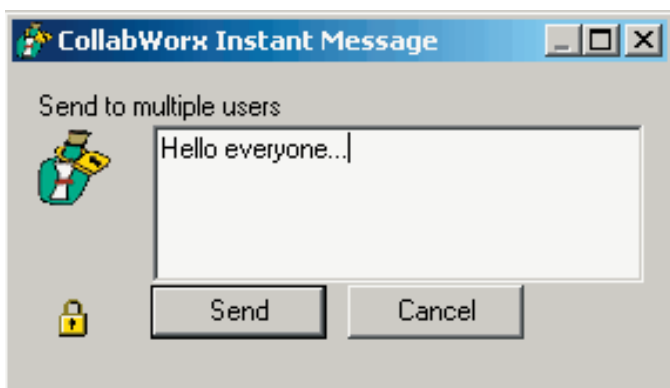


Figure 4.8 Send Instant Message to multiple users

## Instant Messaging

Instant Messaging in CollabWorx is a secure, synchronous method of communication within a community. It often becomes a preferable mode for quick communications because you can see by the user presence indicators if someone is available and the other person usually replies quickly.

### Sending Instant Messages

To send an IM to one person:

1. Go to the community window.
2. **Double-click the person's name** (or right-click their name and choose Send instant message). This will bring up the message box with the person's name you are messaging at the top (**Figure 4.5**).
3. The cursor will come up in the lower box ready to type your message. **Type** your message in the lower box.
4. Click Send or press the **Enter** key on your keyboard.
5. Limited formatting is available by holding CTRL then pressing the Enter key to move to the next line to type.

### Receiving Instant Messages

As long as your program is running (the SIM icon shows on your taskbar), and you have not changed your status to "Don't Disturb" or "Not Listed," you are able to receive instant messages from other people.

When someone sends you a message, a window will pop up on your screen with the name of the person sending the message at the top of the window. Each message will be identified by the person who wrote it (**Figure 4.6**).

You can close the message window at any time. If you receive another message it will pop up again. If you have the "Sound on Message" set in your message properties, it will play when the message box pops up to notify you.

### Sending Instant Messages to Multiple People

To send IMs to more than one person:

1. Go to the community window.
2. Hold the **CTRL** key and **Select** each person's name you want to send a message to.
3. **Right-click** on one of the blue highlighted areas to get the user menu (**Figure 4.7**).
4. Select **Send Instant Message**. You will get a different message box saying "Send to Multiple Users" (**Figure 4.8**).

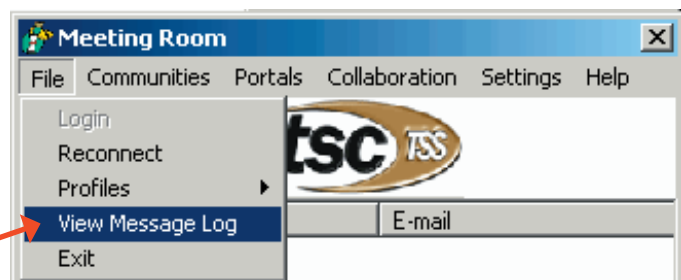


Figure 4.9 File menu with View Message Log selection

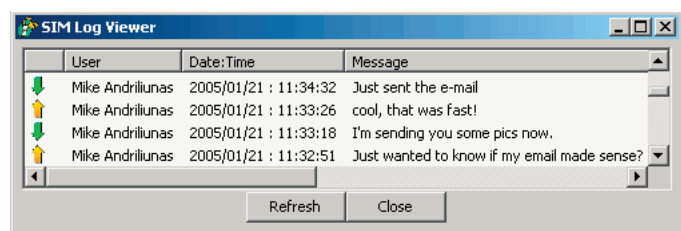


Figure 4.10 SIM Log Viewer

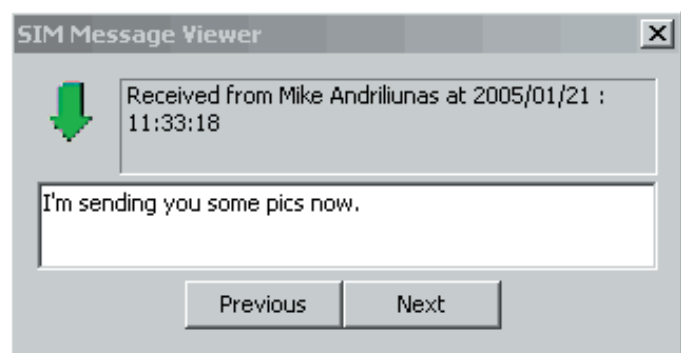


Figure 4.11 SIM Message Viewer

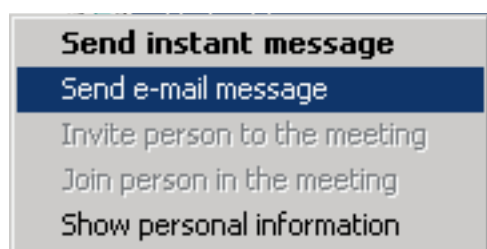


Figure 4.12 Right-click user names to get the user menu

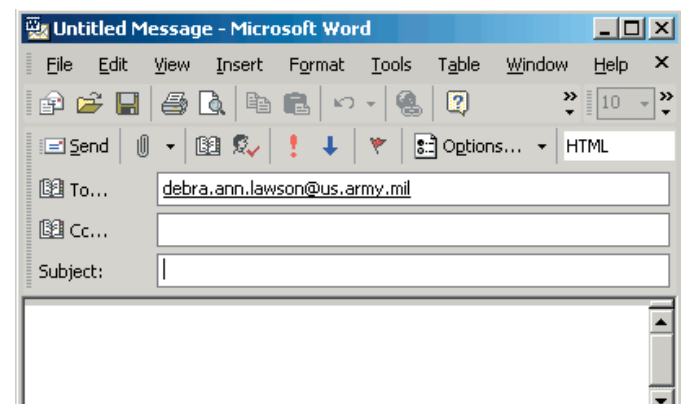


Figure 4.13 Outlook email editor

**Note:** Sending to multiple users only works in the send mode. You will receive replies as individual messages.

### Viewing Your Message Log

We already covered setting up Message Logging in the Properties dialog box. Now that you have sent and received instant messages, you can view them in the SIM Log Viewer.

1. Go to the **File** menu and select **View Message Log** (Figure 4.9).
2. The SIM Log Viewer window will appear with your Instant Messages. For each message you will see an arrow showing who sent (yellow up arrow) and who received (green down arrow). It also shows the person's name you were messaging with, a date/time stamp, and the message itself (Figure 4.10).
3. Double-click on a message and you will get the SIM Message Viewer (Figure 4.11).

### Sending Email

There is a convenient way to send email to people within your community.

1. Go to the Community window.
2. Right-click one person's name to get the user menu (Figure 4.12).

**Note:** You can also send Email to multiple people. Hold the CTRL key and select multiple names, then right-click the blue highlighted area to get the user menu.

3. Select **Send email message.** This will bring up the send window of your email program with the AKO email addresses filled in ready to send your email message (Figure 4.13).

**Note:** The email address used will be the AKO email address.

### Show Personal Information

You can find out some information about another user.

1. Go to the Community window.
2. Right-click a person's name to get the user menu (Figure 4.12).
3. Select **Show personal information.**

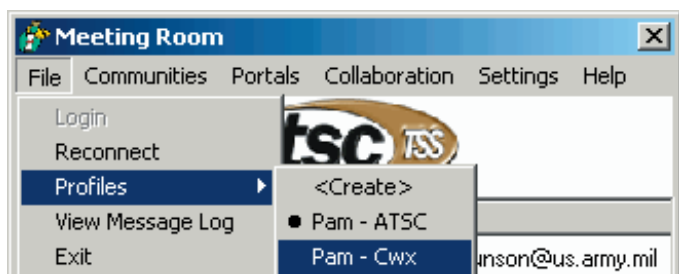


Figure 4.14 Profiles menu

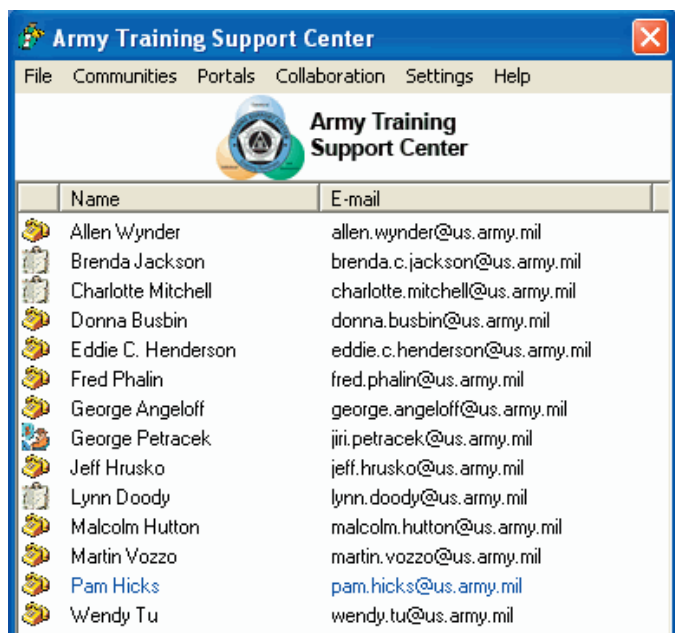


Figure 4.15 CollabWorx commercial server



Figure 4.16 Switch from the Meeting Room to the ATSC community on the ATSC server

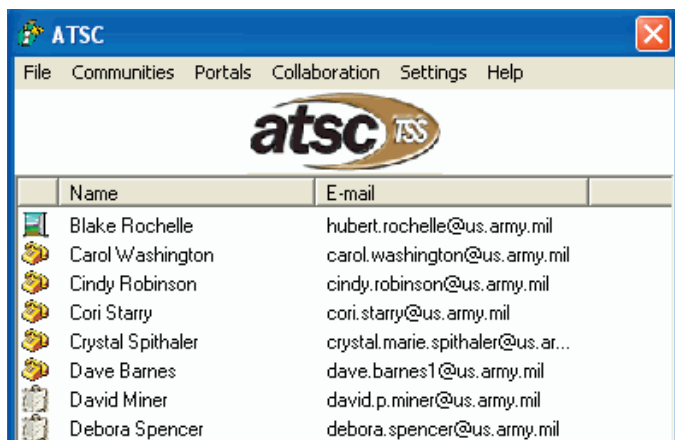


Figure 4.17 The ATSC community

## Switching Between Profiles

Profiles are set up for each server you have access to. You give the profile a name and fill out the properties for it so that you can easily move between servers where you have access to people in other communities.

**Note:** While we have been transitioning to the ATSC server, we have had access to the CollabWorx commercial server. Access to this server is being removed as we transition to the ATSC server.

We will briefly cover how to switch between profiles for familiarization. Do not click on, or create another profile at this time.

1. Go to the **Community window**.
2. Click on the **File** menu and select **Profiles** (Figure 4.14).
3. Select the name of another profile.
4. After authenticating, the SIM window of the CollabWorx server profile will appear (Figure 4.15).

## Switching Between Communities

Something you would do more often than switching profiles (servers) is to switch to another community.

Communities are created by the server administrator. Some communities have restricted access for only certain people. Access to communities are set up by the server administrator for each individual.

Everyone should have access to the Meeting Room community. Other communities will be set up over time as we continue to evolve our support for collaborative tools.

It is very easy to switch between communities.

1. Go to the Community window.
2. Select a community from the menu (Figure 4.16).
3. You are already authenticated on the server, so the other community should appear quickly (Figure 4.17).

**Note:** Changing Communities changes your default settings to that community in the Property dialog box also.

The next time you log on you will be in the community you were last in, not the one you originally chose when setting up your profile.

If you have visited another community, remember to switch back to the one you want to be listed in. You will see the name of the community at the top of the window.



# COLLABORATIVE CONFERENCES

# 5

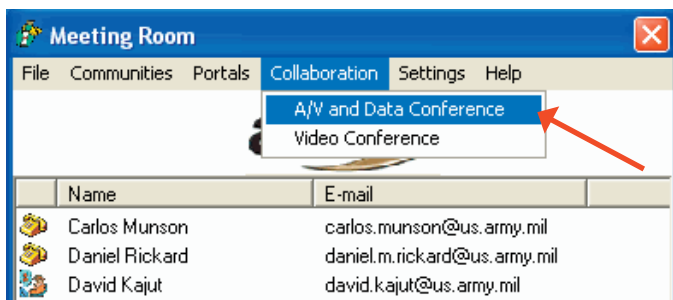


Figure 5.1 Collaboration menu

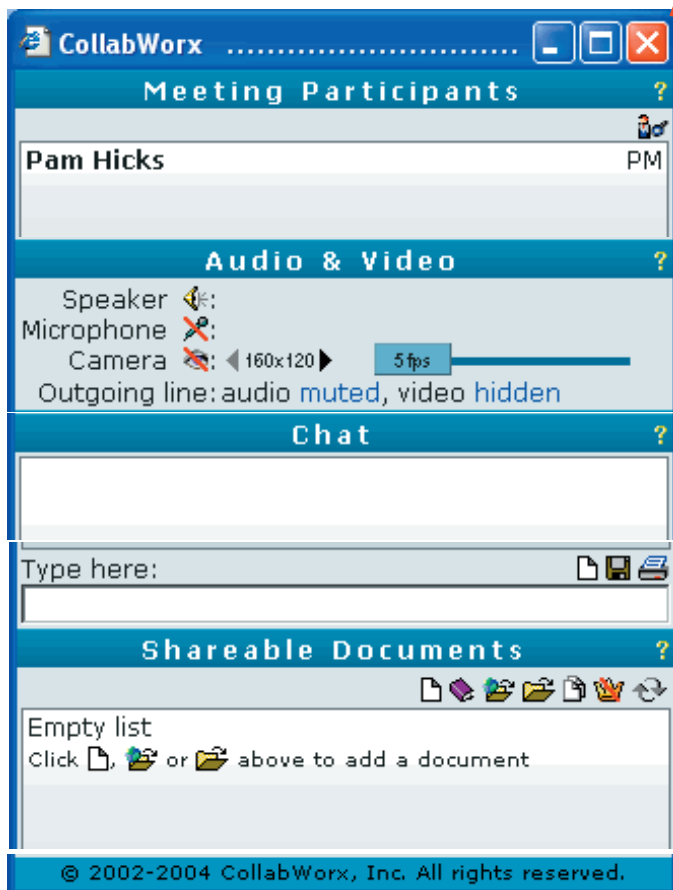


Figure 5.2 A/V and Data Conference

## Initiating Collaborative Meetings

The CollabWorx SIM provides a gateway to other programs for synchronous collaborative meetings that can include audio, video, chat, and document sharing.

1. To access collaborative meetings, go to the community window and click on the **Collaboration** menu (**Figure 5.1**).
2. Tools are configurable on the server side for each community. In the Meeting Room community, there are two options: **A/V and Data Conference**, and **Video Conference**.

**Note:** The only difference in these is the A/V and Data Conference has the Document Sharing capability and the Video Conference does not.

Be sure to give the Collaborative Meeting window time to load everything. The A/V and Data Conference window is shown here (**Figure 5.2**). This window has the name CollabWorx at the top.

On startup, this application is busy connecting to the server and loading Java applications that run each of the features.

If you begin to click on features before everything is loaded, you may interrupt some of these processes.

**Note:** If it ever happens that a feature doesn't load properly, you get an error message or experience any problems, simply close the window with the X in the upper right-hand corner (**Figure 5.2**) and then restart the Collaborative Meeting again from the menu (**Figure 5.1**).

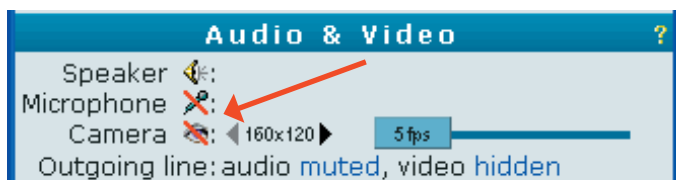


Figure 5.3 Audio and video default settings set to mute



Figure 5.4 Volume bars for microphone



Figure 5.5 Video settings for size and frames per second

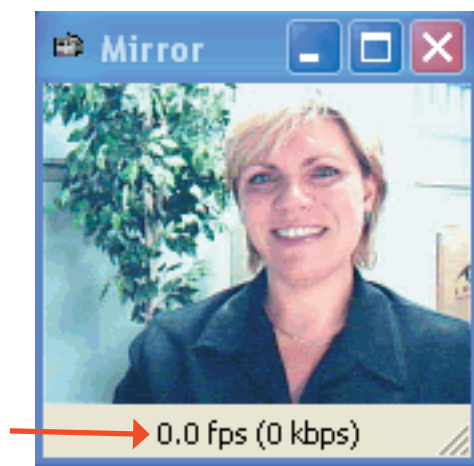


Figure 5.6 Occasional video freeze is easily corrected

## Audio and Video Settings

The first thing you will want to do after initiating a collaborative meeting is unmute (turn on) your audio and video. These features are muted by default as shown by the red slashes over the icons next to the Microphone and Camera (Figure 5.3).

### Adjust Audio (Microphone) Settings

1. Click on the red slash over the **Microphone icon** to turn the mic on. You will see volume bars move as you speak if the audio is working (Figure 5.4).

**Note:** Anytime you need to mute the mic again, just click on the icon to put the red slash back.

### Adjust Video Settings

Each person controls their own video window size and frames per second (fps). What you set these to will depend on your available bandwidth and also the purpose you are currently using the tool for.

For most uses you will want to set your video to the smallest size, 160 x 120, and the fps to around 10-13 so that the video is smoother, but also is not using excessive bandwidth (Figure 5.5). For some uses you may want larger video and more frames per second.

You can adjust your video settings before or after unmuting your video. When you adjust your video settings after the video is on, it will momentarily freeze.

To turn video on and adjust video settings:

1. Click the red slash over the **Camera icon** to turn the camera on. Be aware that the video window can come up behind your Collaboration window and you will have to move your windows around to arrange them on your screen.

Anytime you need to stop sending video, just click on the icon to put the red slash back, meaning the video is muted.

2. Click the arrows to the right or left of the numbers to the right of the video icon to make the video smaller or larger. On the ATSC server, the video should open at the lowest video size, 160 x 120.
3. Click on the slide bar to adjust frames per second to around 10 for most uses (Figure 5.5).

**Note:** if video ever freezes (0 kbps) more than momentarily (Figure 5.6), try muting the video and unmuting it to free the video stream.

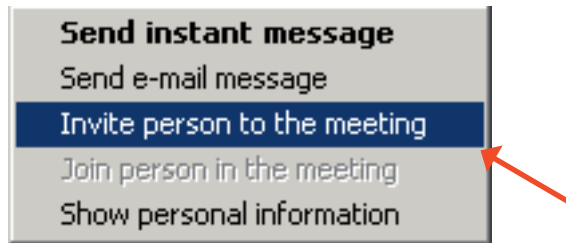


Figure 5.7 User menu



Figure 5.8 Meeting invitation

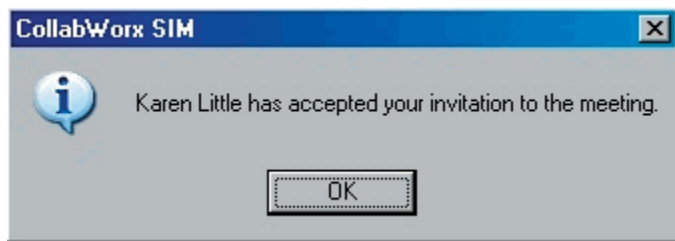


Figure 5.9 Meeting invitation accepted

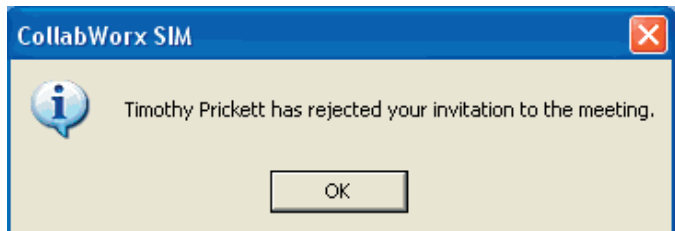


Figure 5.10 Meeting invitation rejected



Figure 5.11 Request to join a meeting

## Inviting Others or Requesting to Join Meetings

After you have initiated a collaborative meeting, first allow everything to load on your end and adjust your audio and video, then invite others to join your meeting.

1. Open the community window by double-clicking the icon on your taskbar if it isn't open.
2. Right-click the person's name you want to meet with. You will get the **User menu** (Figure 5.7).
3. Select **Invite Person to the Meeting**. This will pop up a message on their screen asking them to join the meeting (Figure 5.8).
4. Most people follow the protocol of arranging a meeting time in advance or Instant Messaging someone to ask if they can join a meeting before inviting them.

You will receive a feedback message indicating the person accepted your invitation (Figure 5.9).

When a person accepts a meeting invitation, the program will automatically load on their computer and they will need to unmute their audio and video and arrange their windows just as you did. Make sure you allow time for this before a meeting is scheduled to begin.

5. If your invitation was rejected, you would also receive a feedback message (Figure 5.10).
6. You can communicate with people while setting up collaborative meetings by using IM.

Only people already in a meeting can invite others to join the meeting.

If you see the icon showing someone is in a meeting, you can request to join:

1. Right-click the person's name and select "Join Person in the Meeting" (Figure 5.11).
2. The person on the other end can accept or reject your request.

**Tip:** If you need to reject a request for some reason, you may want to IM the other person to explain.

## Screen Arrangement

CollabWorx allows complete user control over the arrangement of windows on the screen. Each person controls the arrangement on their own screen (**Figure 5.12**).

### Positioning Video Windows

For the best communication, you will need to make as much eye contact as possible. You can do this by positioning your camera close to the video windows of the people you are talking with. That way when you look at their image, you are also looking toward your camera and making better eye contact.

### How Display Resolution Affects Screen Space

The higher your screen resolution is set, the more pixels or dots on the screen you have and the more items you can fit on a screen. It is recommended that you set your resolution to at least 1024 x 768, especially if you are going to share documents.

### Arranging Windows

To move windows around on your screen:

1. Click the blue area at the top of your window and drag to move the window around on your screen.
2. When video windows come up on your screen, they may come up behind other

windows. Move the larger windows out of the way to get to the video windows and arrange your screen as one of the first things you do when beginning a collaborative meeting.

### Resizing Windows

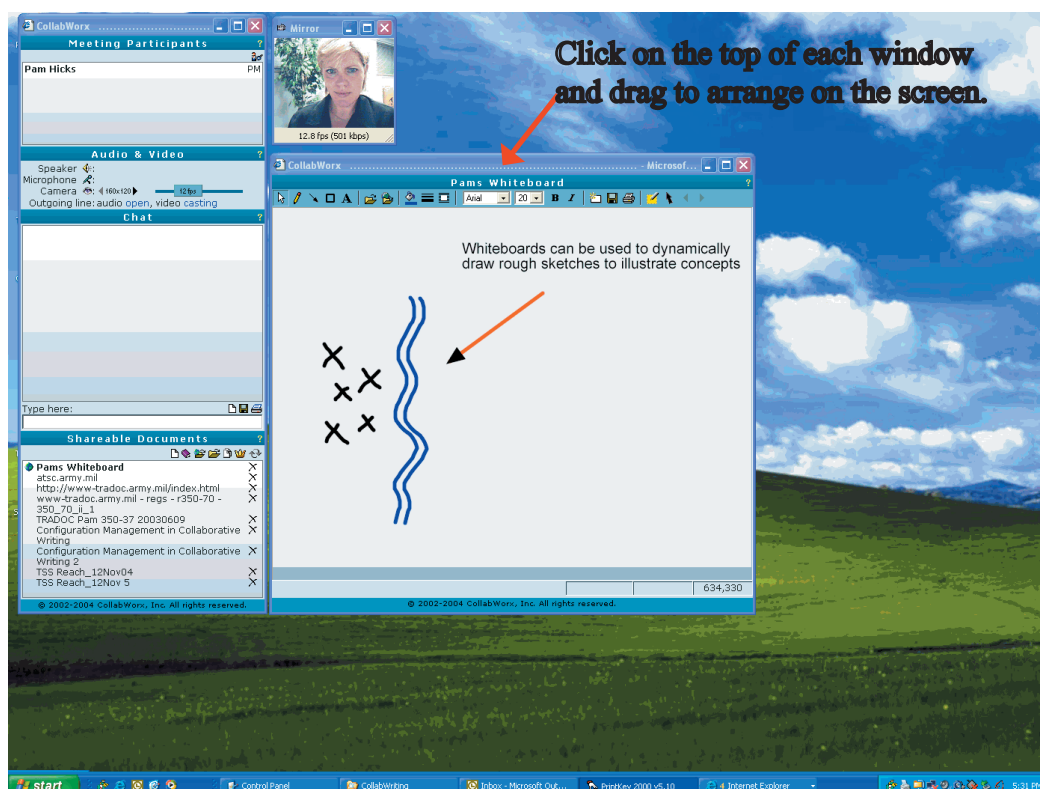
You can "grab" the sides or corners of any CollabWorx windows to resize:

1. To resize one side of the window, move your cursor to the side of the window. When the cursor changes, click and drag.
2. To resize two sides of the window, move your cursor to the corner of the window. When the cursor changes, click and drag.

### Minimizing Windows

Windows you don't need at the moment or windows of other programs can be minimized and docked on your taskbar until needed.

1. Click the underline button at the upper right corner of the window. You will see the item at the bottom of your screen, docked on your taskbar.
2. If you have many items docked on your taskbar, they will be grouped by program. If you have minimized more Internet Explorer (IE) windows than will fit, they will group in one IE button on your taskbar. When you click that button you will see a menu of the other items.



**Figure 5.12** Sample screen arrangement on a display with a high resolution. Higher resolution provides more room to arrange windows on your screen. Click on the top of each window and move to arrange window on your screen. Video windows may come up behind other windows, so when you are getting setup and arranging windows, be sure to look behind other windows for video.

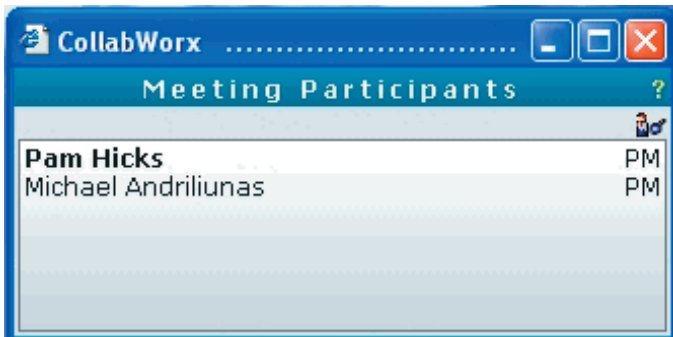


Figure 5.13 Meeting Participants and Private Messaging

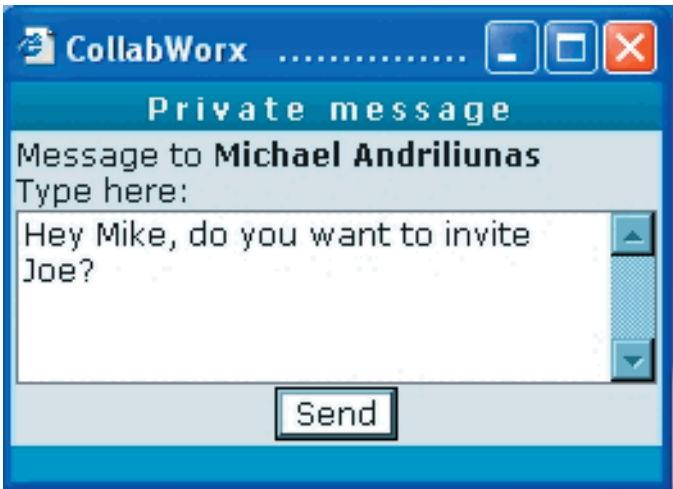


Figure 5.14 Private Message window

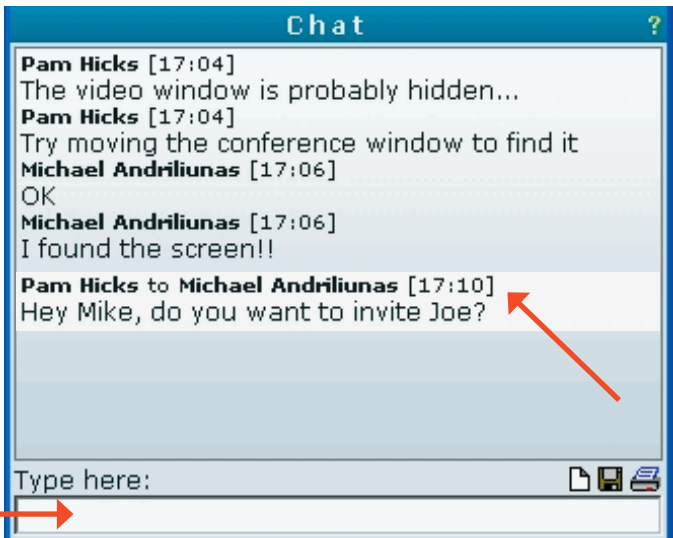


Figure 5.15 Chat messages and Private Message (highlighted)

## Participants and Private Messaging

The topmost area of the collaborative meeting window shows all the participants currently in the meeting (**Figure 5.13**).

Next to each person's name you will see "PM" for Private Messaging. Using this feature is similar to a side whisper to someone during a meeting and is a message only between the two parties.

To send a private message:

1. Click the **PM** next to the person's name you want to send a private message.
2. Type your message and click Send or press **Enter** (**Figure 5.14**).
3. You will see your private messages appear in the Chat window.

The difference you will see, however, is that private messages appear with both the sender and receiver names to show that the message is only between those two parties (**Figure 5.15**). Regular chat messages only show the sender's name and are appear for all participants.

## Using Chat

Chat is an important area and can be used in casual or formal ways depending on the type of meeting.

Chat can be a place where a designated person enters meeting minutes or at a minimum, action items from an official meeting. It can be a place where students listening to an instructor can enter questions without interrupting and the instructor can respond to the questions.

At the end of a meeting or training session, chat notes can be saved or printed.

To use chat:

1. **Type** in the box just below the words "Type here" and press the **Enter** key to post the message to the Chat box (**Figure 5.15**).

A scroll bar will appear when the box is full to accommodate more messages.

Click the "Clean Chat Window" icon to erase all messages.

Click the "Save Chat Record to Disk" icon to save messages to a file. When the dialog box appears, choose the location to save the file, name the file, and choose the file type.

Click the "Print Chat Record" icon to print the chat messages.

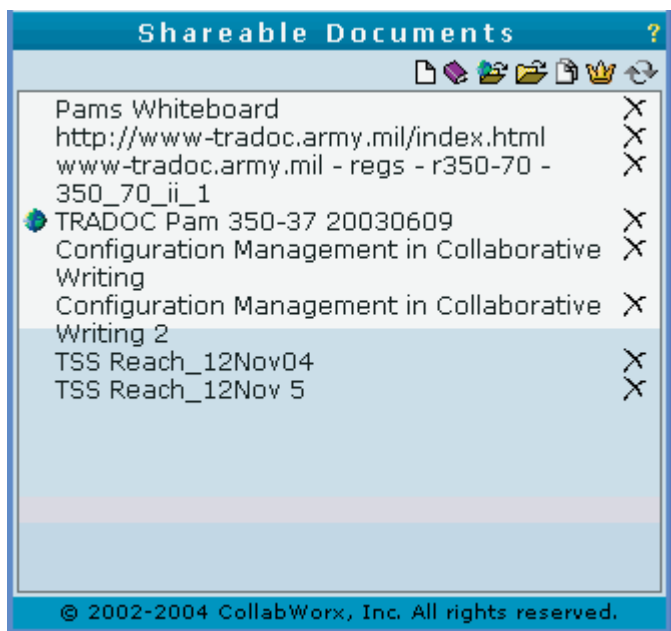


Figure 5.16 The Shareable Document List

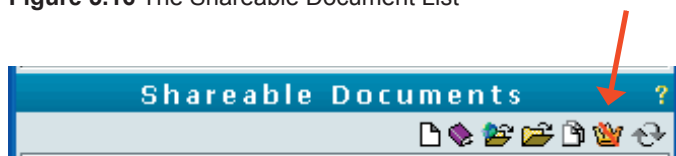


Figure 5.17 The crown icon showing you do not have the floor



Figure 5.18 The crown icon showing you do have the floor



Figure 5.19 Sharing Documents



Figure 5.20 The synchronize icon

## Sharing Documents

Besides the great security and audio/video features of CollabWorx, document sharing is a very important feature that allows us to share information and get work done using this tool.

**Note:** For more formal meetings or instruction, you will want to take time to load documents before starting your meeting.

There are different document viewers for different document types. We will cover viewer options along with loading documents later in this section.

### The Document List

When documents are added they show up in the window under Shareable documents, in what we call the Shareable Document List (**Figure 5.16**).

Documents can be removed from the list by clicking the X to the right of the document name.

### Floor Control and Sharing Documents

You share documents with other participants by "taking the floor." To do this:

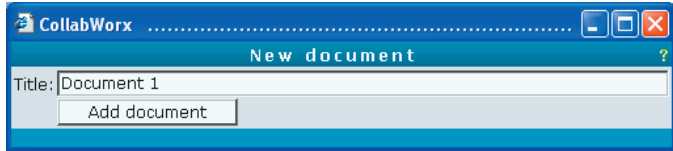
1. Click the **Crown icon** to remove the red slash (**Figure 5.17**).
2. After taking the floor, click a **Document name** on the list. The document opens on your screen and also on the other participants' screens (**Figure 5.19**).
3. Other participants can take the floor by clicking on their Crown icon. When they do this, the red slash will reappear on your Crown.
4. If you do not have the floor, you can still open and navigate documents on your computer. The document you are looking at is not shared with anyone else unless you have the floor.

### Document Synchronization

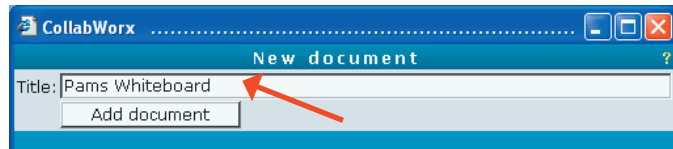
If other participants are not receiving the documents you are sharing, you can synchronize or refresh the document being shared to them by clicking on the Synchronize icon. This is the last icon on the right under Shareable documents and shows two arrows in a circle (**Figure 5.20**).



**Figure 5.21** Create Blank Document is the first icon on the left under Shareable Documents



**Figure 5.22** Blank documents have default names



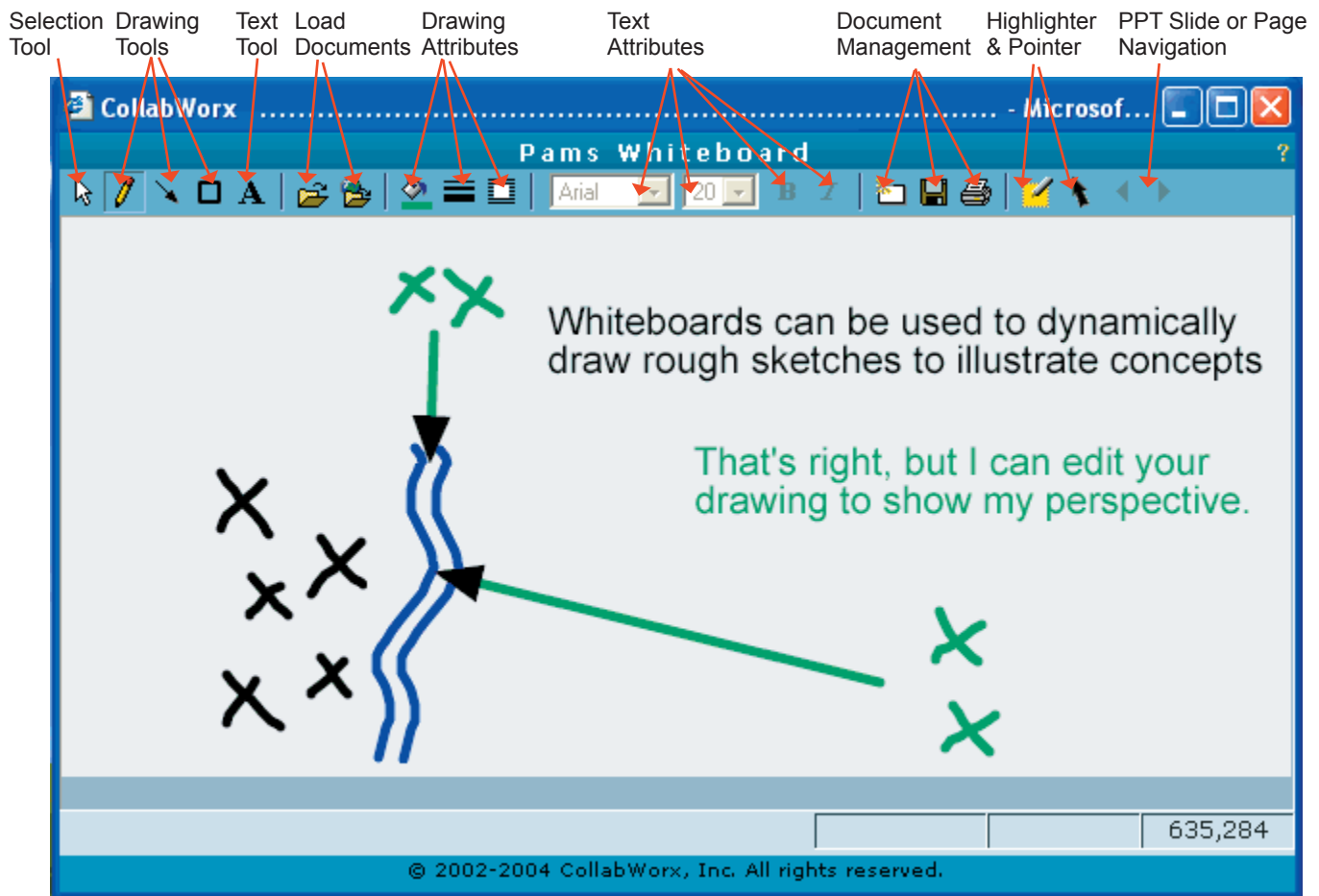
**Figure 5.23** You can also rename a blank document

### Create a Blank Document

Blank documents use the Whiteboard. To create a blank document:

1. Click on the "Create blank document" icon (**Figure 5.21**).
2. Either leave the name as the default name (**Figure 5.22**), or rename the document (**Figure 5.23**).
3. Click the Add Document button.
4. The document appears in your document list under Shareable Documents.
5. Take the floor by clicking the crown to remove the red slash.
6. Click the document name in the list to load it on yours and other participants' screens.

**Note:** With the whiteboard, all participants can draw at the same time for others to see without having floor control (**Figure 5.24**).



**Figure 5.24** Whiteboard features

Most of the whiteboard tools are self-explanatory. We suggest you try out the tools with different attributes, try loading files in the whiteboard, saving and printing. There are a couple of ways to delete; you can wipe the entire screen, or use the Selection tool (farthest left on the toolset) to select single items and press the delete key. The arrows at the far right allow you to navigate PPT files. When you save the files as \*.svg file type, the markup for each screen will also be saved.



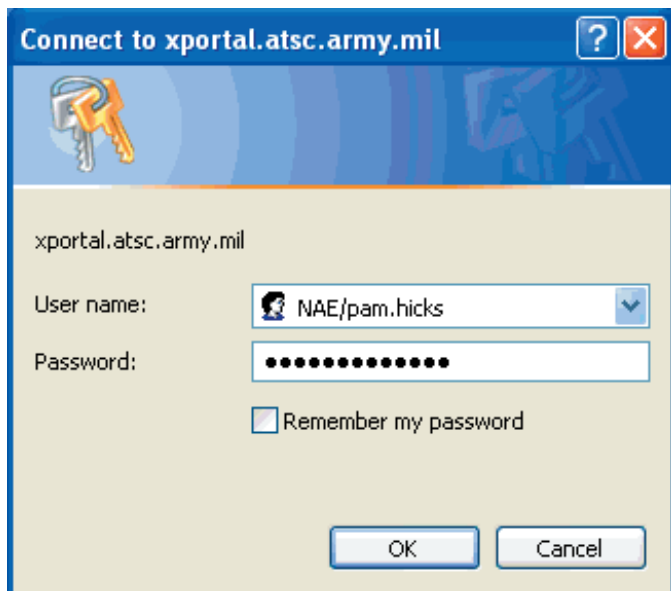
**Figure 5.25** The document repository icon is the second icon from the left

### Open Document Repository

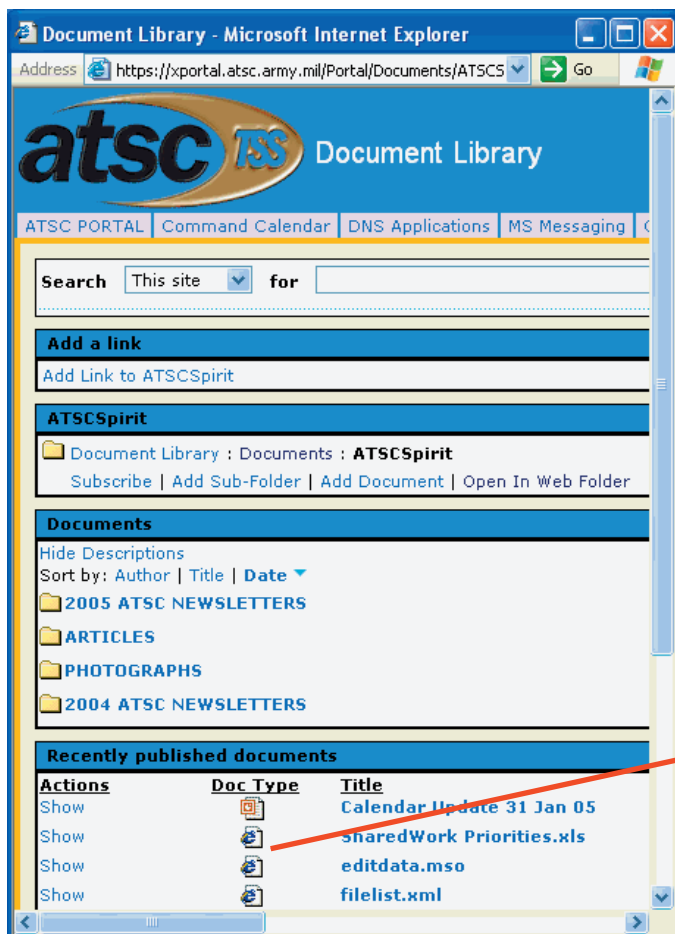
**Note:** The document repository on the ATSC is currently associated with the ATSC SharePoint portal and is available only to ATSC staff. Documents can be loaded by ATSC staff and then shared with others.

To add documents from the repository:

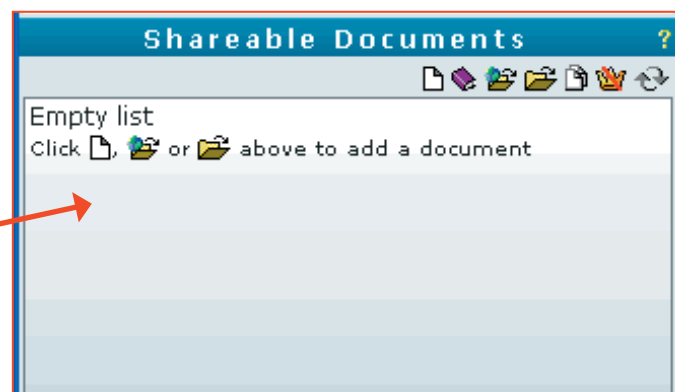
1. Click on the "Open Document Repository" icon, the second icon from the left under Shareable Documents (**Figure 5.25**).
1. Type your user name and password if prompted (**Figure 5.26**).
2. Find a document in the list.
3. Click and drag the document from the repository (**Figure 5.27**) to the document list under Shareable Documents (**Figure 5.28**).



**Figure 5.26** Document Repository Login



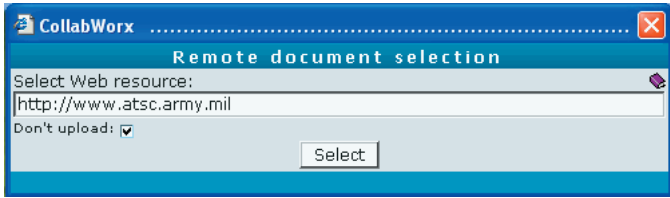
**Figure 5.27** ATSC Document Library



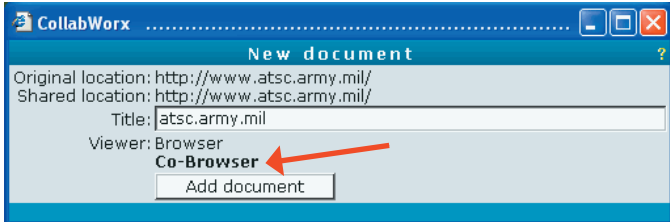
**Figure 5.28** Drag files from the repository to the Shareable Document List



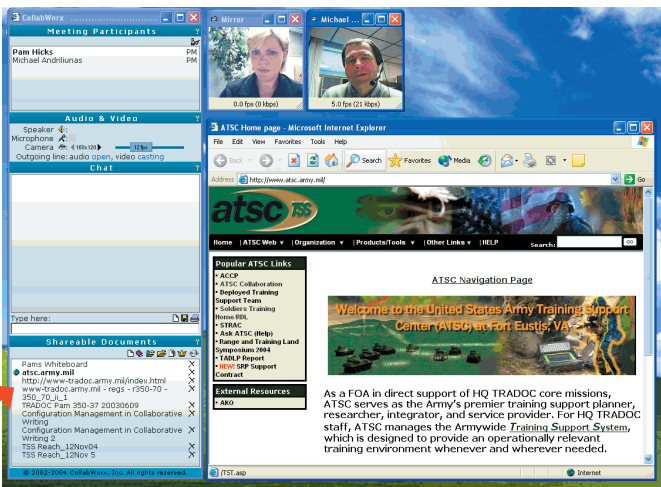
**Figure 5.29** The Add web document icon is the third from the left



**Figure 5.30** Remote document selection



**Figure 5.31** Choosing a document viewer



**Figure 5.32** Sharing web documents

## Add Document from the Web

Many things accessible on the web can be shared with other participants.

1. Click the **Add Web Document** icon (**Figure 5.29**).
2. Type or copy and paste the address to the web document or webpage.
3. Click the **Don't upload** box to use these documents as live webpages (**Figure 5.30**).
4. Click the **Select** button.
5. Select either Browser or Co-Browser as the Viewer from the New Document window (**Figure 5.31**). Co-Browser is in Bold, so it is already selected.
6. Click **Add Document**. You will then see the link to this under Shareable Documents, ready to share with other meeting participants as shown (**Figure 5.32**).

Browser is a browser-based window with no interface menus or buttons. It is usually recommended to choose the Co-Browser so you have navigation capabilities for webpages.

**Note:** There are some caveats to what you can share over the web:

1. When you share a web document, navigation within that window will push out to other participants.
2. Scrolling does not currently push out. You will need to combine verbal cues with page navigation to share and talk about what you are seeing.
3. Pop-up windows do not share for security reasons. If you click a link and the page comes up in another window, you will need to put the address for that page back in the main window, or add that address as another shareable web document.
4. You can not log in to a secure site and then push out what you see to other participants, again, for security reasons.

You can send others to the log in screen and have each person log in separately and then share navigation.

**Note:** What you see may be different from what other participants see, based on your access privileges, but general content will be shared.



**Figure 5.33** The Add computer documents icon is the fourth from the left

### Add Document from your Computer

Most office documents, pdf files, and many graphic and media files can be shared documents. To add documents from your computer:

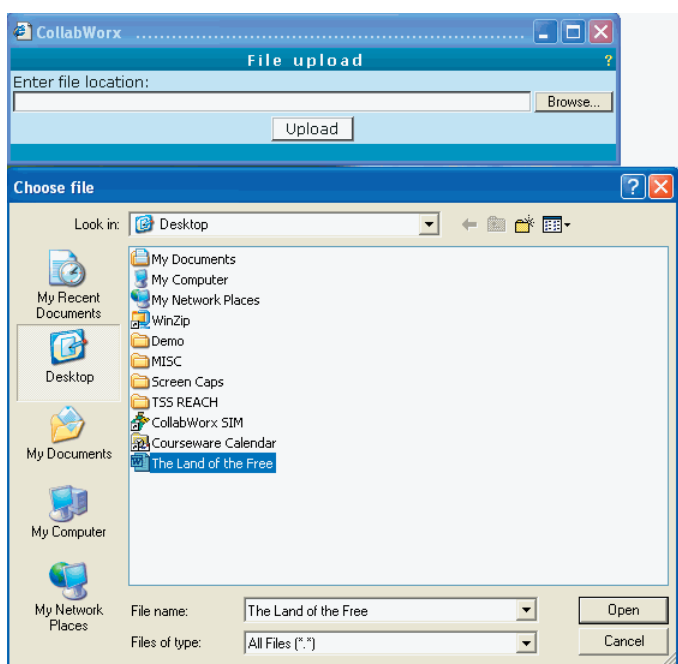
1. Click the **Add Computer Documents** icon (**Figure 5.33**). The first time you select this icon you will be advised that documents are temporarily uploaded to the server in order to be shared.
2. Click the Browse button to choose a file from your computer directories (**Figure 5.34**).
3. Find and select the file on your computer. Click the **Open** button (**Figure 5.35**).
5. Click the **Upload** button (**Figure 5.36**).
6. Select a viewer (**Figure 5.37**). Options for most office documents are Browser, Co-Browser, and Whiteboard.

The Whiteboard viewer has the advantage of being able to mark up the document. Whiteboard documents are not scalable, however, so it can take more effort to arrange windows on the screen. The Whiteboard does push out navigation to other participants.

Advantages of the Browser or Co-Browser are that the documents are scalable on the screen, something very important if you are working with limited screen space. For PowerPoint files, navigation buttons appear on the browser window, but you will need to verbally communicate to other participants to click page arrows to navigate along with you.



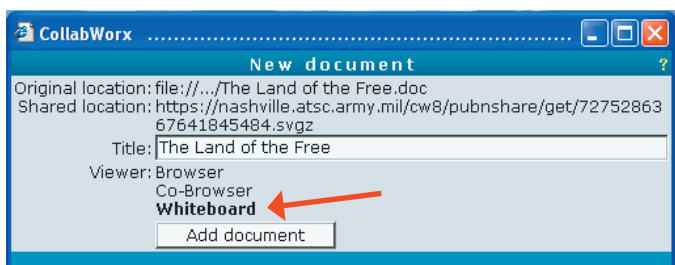
**Figure 5.34** File upload window



**Figure 5.35** Selecting a file



**Figure 5.36** File upload window with file



**Figure 5.37** New document window

# UNINSTALLING COLLABWORX

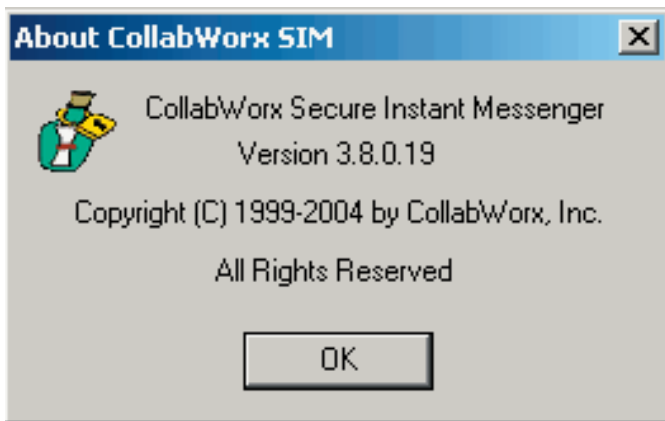


Figure A.1 About CollabWorx window with version number

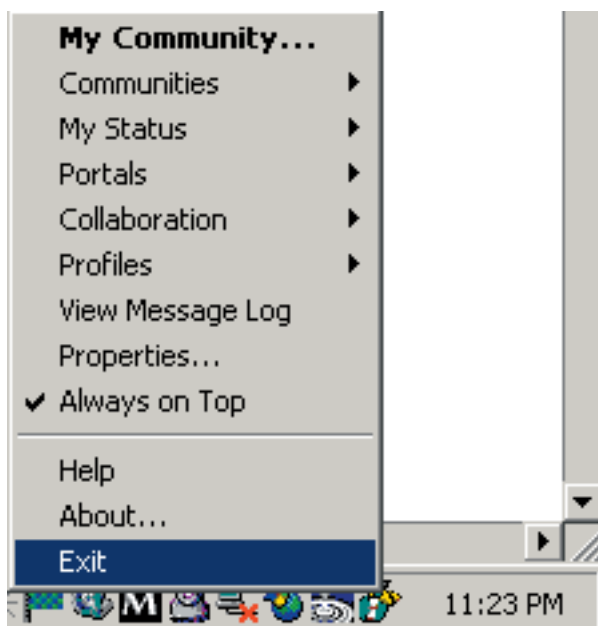


Figure A.2 Exit from the menu (or File, then Exit from the community window) by right-clicking, then choosing Exit

## Checking Your Version of CollabWorx

If you already have CollabWorx loaded you should check the version to see if it is the latest version. If it isn't, you should uninstall it and then install the latest version according to the Getting Started instructions.

## Checking Your Software Version

The current version of CollabWorx is 3.8.0.19. You will need to uninstall any previous versions in order to install the latest version.

To find out what version of CollabWorx you are currently using, follow these steps:

1. Double-click the CollabWorx SIM icon on your system tray.  
  
\*If you do not see this icon, then the program is not running and you will need to go to your Start menu, Programs, CollabWorx SIM menu, CollabWorx SIM. Select a profile if prompted then double-click the CollabWorx icon on your system tray.
2. The CollabWorx SIM community window opens (you will see the list of names for that community). Click the **Help** menu and select the **About** option.
3. The window with "About CollabWorx SIM" at the top opens showing the version number of the program (**Figure A.1**).

If your version is lower than 3.8.0.19, then you should uninstall it and download and install the latest version.

## Uninstalling CollabWorx

1. **You cannot uninstall the program if it is still running.** To close the program, right-click on the CollabWorx icon on your system tray and choose **Exit** from the menu (**Figure A.2**).

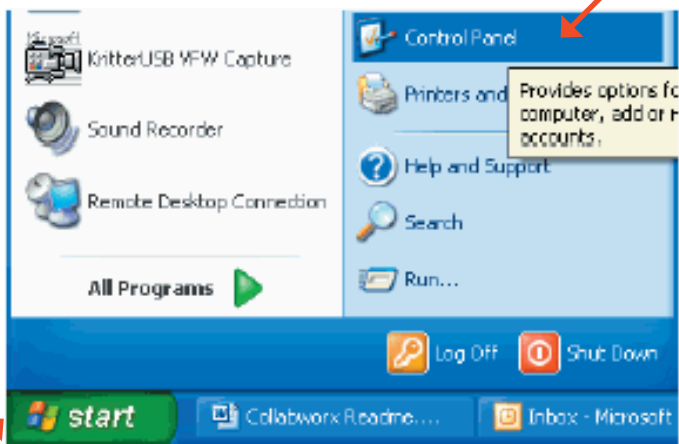


Figure A.3 Getting to the Control Panel in Windows XP

If your community window is open, go to the File menu and click Exit.

2. From the desktop, click the **Start** button and choose Control Panel from the menu (**Figure A.3**).
3. Double-click the **Add or Remove Programs** icon in the Control Panel (**Figure A.4**).
4. Highlight the CollabWorx SIM entry and click the **Remove** button (**Figure A.5**).

The Uninstall Wizard will start.

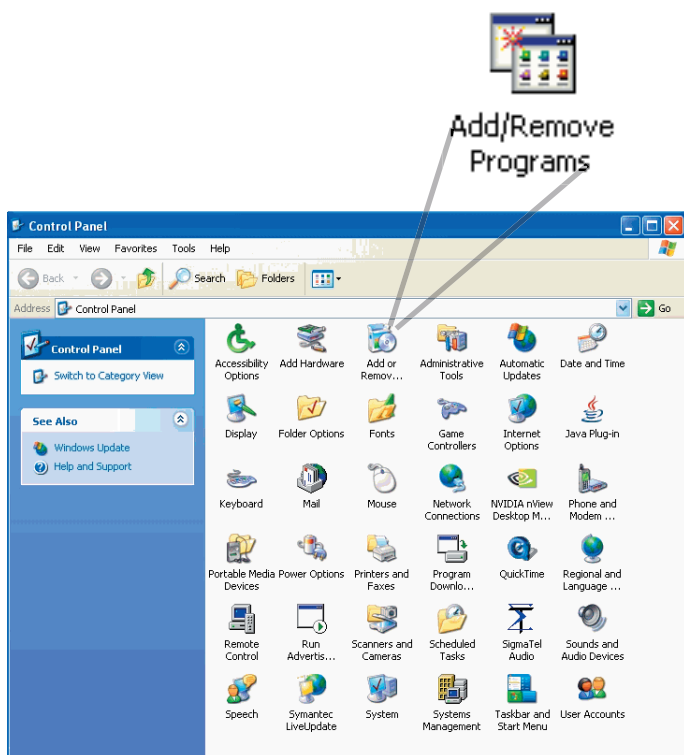


Figure A.4 Add/Remove Programs Icon

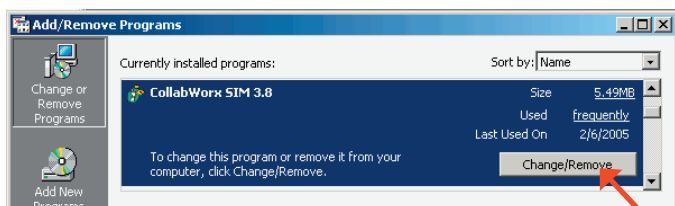


Figure A.5 Remove CollabWorx

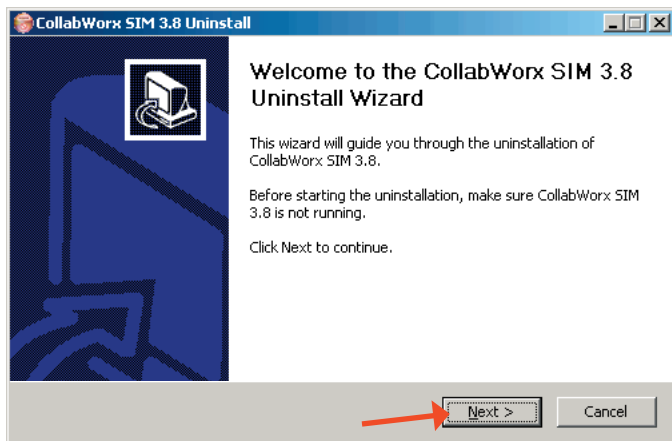


Figure A.6 CollabWorx uninstall wizard, screen 1

1. On the first screen of the uninstall wizard, click on the **Next** button (**Figure A.6**).
2. On the next screen, click the **Uninstall** button (**Figure A.7**).
3. The user profile message will appear (**Figure A.8**).

Click on **No** if you want to keep the profiles you are currently using to connect to the ATSC CollabWorx server.

Click on Yes if you plan on removing CollabWorx and not installing another version.

4. Click on **Finish** and the Uninstall is complete (**Figure A.9**).

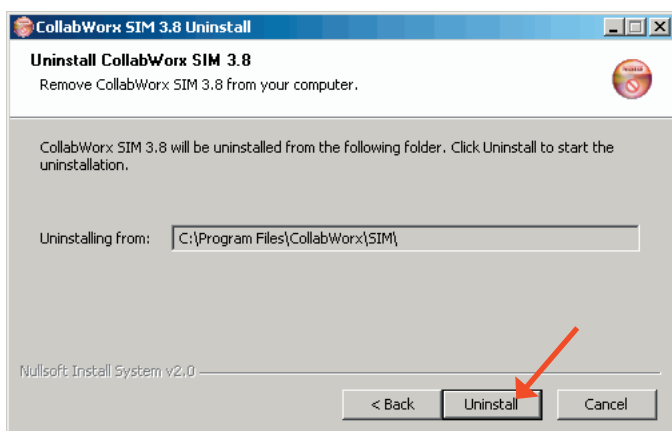


Figure A.7 CollabWorx uninstall wizard, screen 2

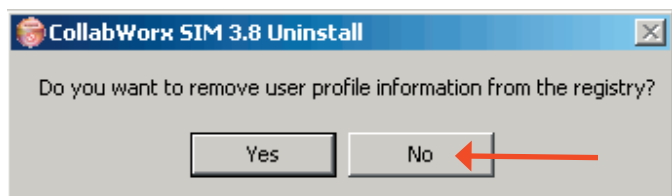


Figure A.8 User profile message

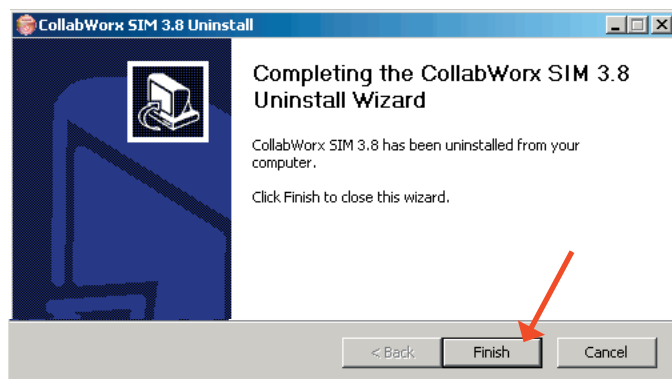


Figure A.9 Complete uninstall



# B HARDWARE AND SOFTWARE REQUIREMENTS

---

The following are the basic requirements for CollabWorx.

## Hardware

CPU: Pentium II 300 MHz

The amount of RAM depends on the operating system. A rule of thumb: as much RAM as your operating system requires to run your web browser plus 64 MB.

Sound Card, speakers or headphones (for receiving audio) and microphone (for sending audio)

USB camera, or for higher end, a Video Capture Board with camera

Graphics Board capable of displaying 16-bit graphics (65536 colors) with at least 1024 x 768 pixels resolution

15 MB of available hard drive space

## Software

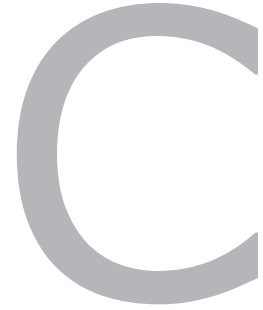
**Operating System:** The CollabWorx SIM client will work with the following operating systems: MS Windows 2000, NT, XP, ME, 98, and 95. **We strongly suggest using MS Windows 2000 or XP only,** and discourage the use of NT, 98, 95, and ME.

**Web Browser:** **MS Internet Explorer 5.0 or later**, or Netscape Communicator 4.7 or later, **with recent MS Java Virtual Machine.** Netscape 6 is not supported.

\*Certain advanced options only work with Internet Explorer.



# COLLABORATION EQUIPMENT



## Equipment Recommendations

ATSC does not recommend specific equipment, but we can share information about equipment that we have purchased and tested. You may contact us for this information.

Decisions that need to be made before purchasing equipment are: where the equipment will be used (office, cubicle, conference room, laptop); what the equipment will be used for (personal use, shared use, small meetings, large meetings), who will use the equipment, etc.

This information will help you decide whether you need high-end equipment for conference areas, headsets, echo-cancelling microphones, or portable equipment.

The CollabWorx website has recommendations and warnings regarding equipment at: <http://www.collabworx.com/Support/AVhardware.html>

## Testing and Adjusting Equipment

Cameras and Microphones will work independently of CollabWorx software.

### Test your camera

1. Click the **Start** menu on the lower left of your screen.
2. Select **Control Panel**.
3. In the Control Panel, double-click the **Scanners and Cameras** icon (**Figure C.1**).

**Note:** If your Control Panel is organized by categories and you can't find this, try switching to Standard View by clicking this link at the left of the window.

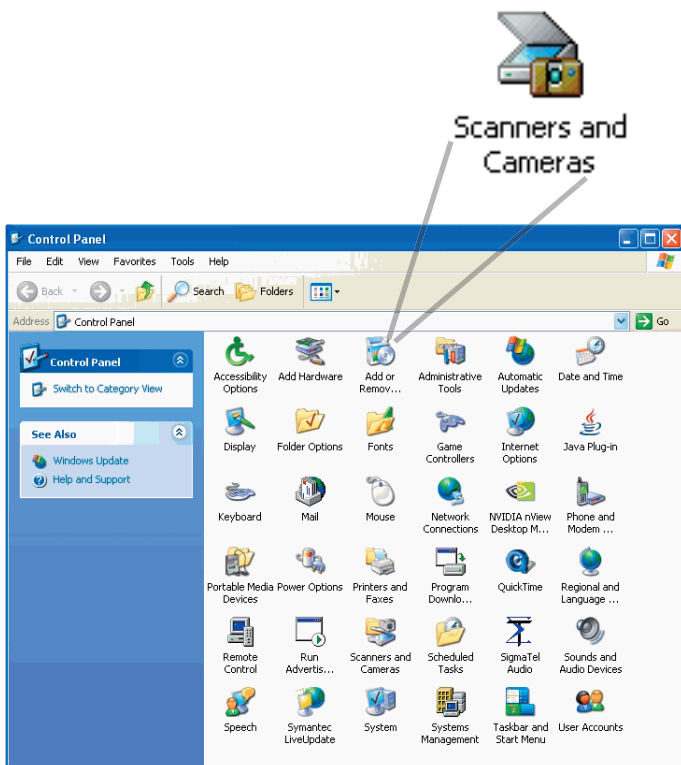


Figure C.1 Scanners and Cameras Icon

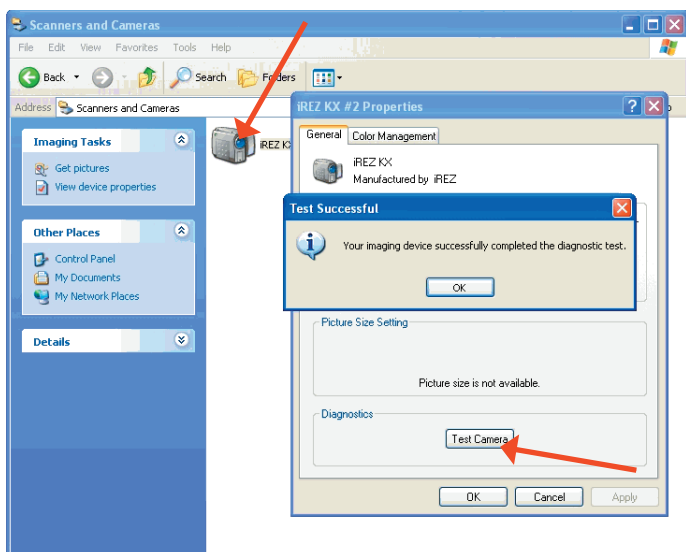


Figure C.2 You should be able to test your camera

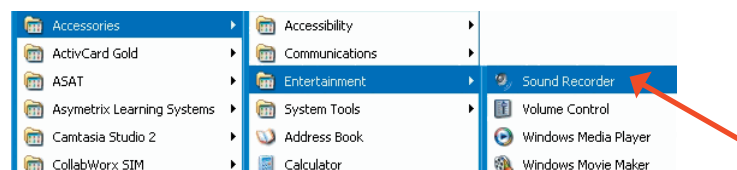


Figure C.3 Starting Sound Recorder

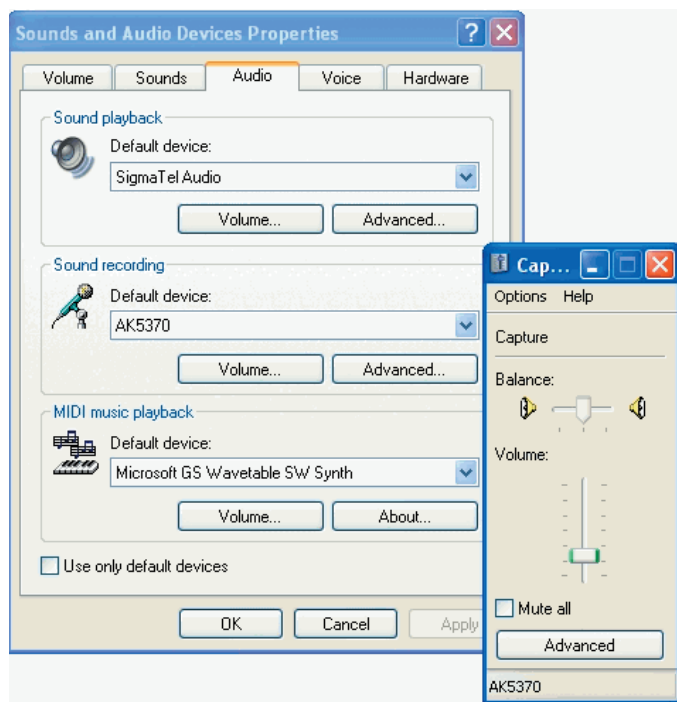


Figure C.4 Sound Recorder showing sound input

4. You should see an icon for your camera that you can double-click and use settings in the dialog box to determine if the camera is working (**Figure C.2**).
5. Some cameras have additional settings that may be located in your Program menu to control for lighting situations and other settings.

### Test your microphone

1. Click the **Start Menu** on the lower left of your screen.
2. Select **Accessories**, then **Entertainment**, and **Sound Recorder** (**Figure C.3**).
3. If you have a headset microphone, there is likely to be a button on the cord of the microphone with mute capability. Make sure the microphone is not muted.
4. Click the red button to begin recording and talk into the microphone.
5. If the microphone is working, you will see movement in the line showing audio input (**Figure C.4**).
6. If the microphone is not working, make sure it is plugged into the correct input on the sound card and test again.
7. If the microphone is still not working, click the Start menu and open the Control Panel.
8. Double-click the **Sounds and Media** icon and go to the **Audio tab**.
9. Select the drop-down menu under Sound Recording to see if there are multiple microphones. Make sure the correct microphone is selected.
10. If none of this works you may want to test the microphone on another computer to determine if perhaps there is something wrong with the microphone itself or something on your computer. Consult with you local systems engineers for advanced troubleshooting of equipment.



**Figure C.5** Adjust microphone to lowest level where you can still be heard well

### ***Adjust audio settings***

Most audio problems are caused by volume settings in software and hardware being set too high and overdriving the sound output. For the best settings you will want to conduct a test meeting with someone and set both to the lowest volume that still allows a good level of sound.

1. Check your headset or other microphone to see if it has a dial on the cord which will allow you to adjust volume.
2. Click the **Start Menu** and go to the **Control Panel**.
3. Double-click the **Sounds and Multimedia** icon and go to the **Audio tab**.
4. Click **Volume**, then **Advanced** and make sure Microphone Boost is not selected.
5. Conduct sound checks while lowering the volume until you can't be heard and then turn it back just enough to be heard well (**Figure C.5**).



# BASIC TROUBLESHOOTING

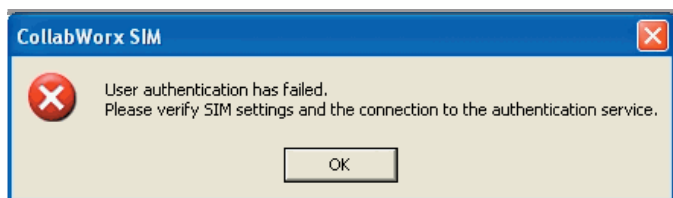


Figure D.1 Authentication failure error

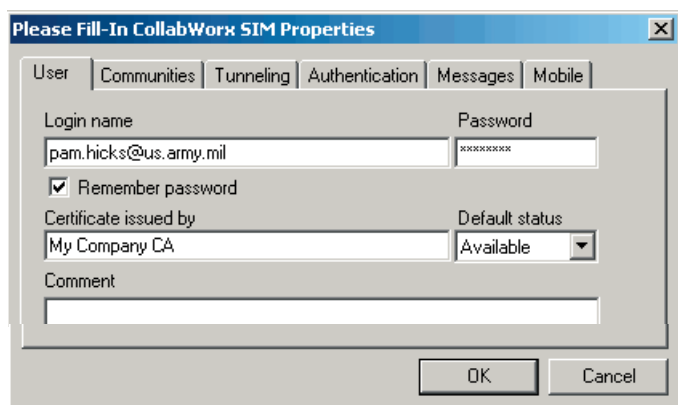


Figure D.2 Check Login Name and Password

## Authentication Problems

Authentication requires an active account, and the Login name, Password, and URL to the server entered correctly.

If for some reason you don't authenticate when logging in and you get the Authentication error (**Figure D.1**), check your Login name and password first.

**Note:** Login Name, Password, and Authentication tab URL are all case sensitive. Use lower case unless instructed otherwise.

1. If your Community window isn't open, double-click the **CollabWorx SIM** icon on the taskbar.
2. In the Community window, click on the **Settings** menu and choose **Properties**.
3. The dialog box should open at the **User tab** where your **Login name** and **Password** settings are (**Figure D.2**).

Note: If you continue to have problems authenticating, contact us so we can check your account settings on the server.

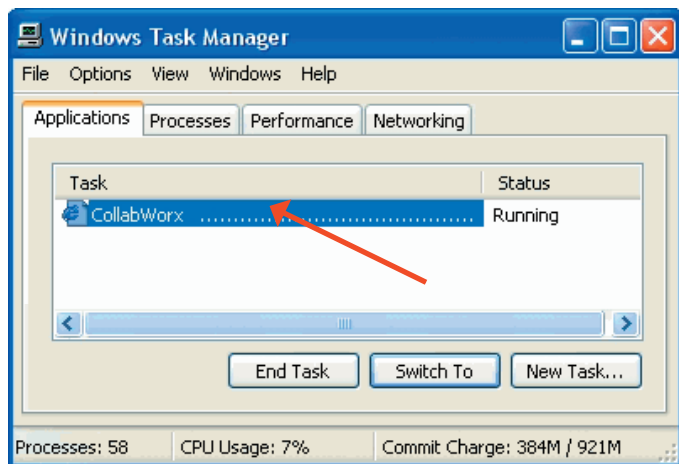


Figure D.3 Force a Collaborative Meeting to close

### Force Close a Collaborative Meeting

1. On the keyboard, press **CTRL + ALT + Delete**.
2. Click on the **Applications** tab.
3. Select **CollabWorx**, then click **End Task**. (Figure D.3).
4. Restart your meeting or request to join an ongoing meeting.

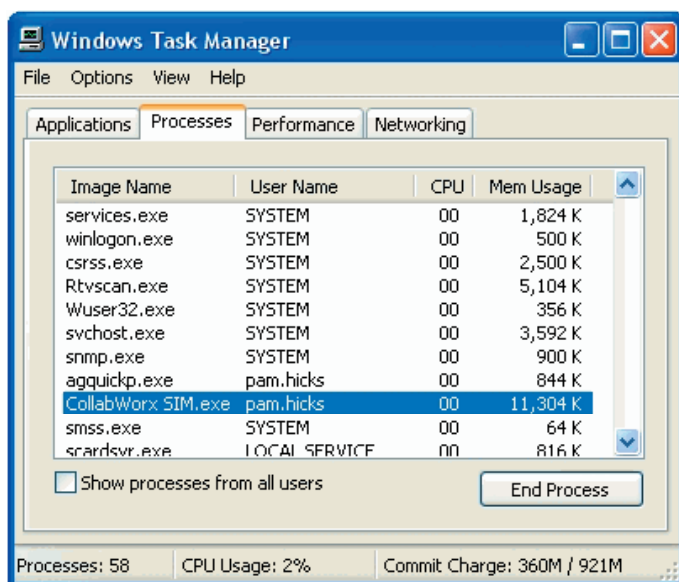


Figure D.4 Force CollabWorx SIM to close

### Forcing SIM Program Closure

As with any Windows program, sometimes a program will hang up, or sometimes other programs or memory usage cause problems. It is good to know how to force a program to close without rebooting when it won't close normally.

#### Force Close the CollabWorx SIM

1. On the keyboard, press **CTRL + ALT + Delete**.
2. Click on the **Processes** tab.
3. Select **CollabWorx SIM**, then click **End Process** (Figure D.4).
4. Restart CollabWorx SIM from your Program menu.

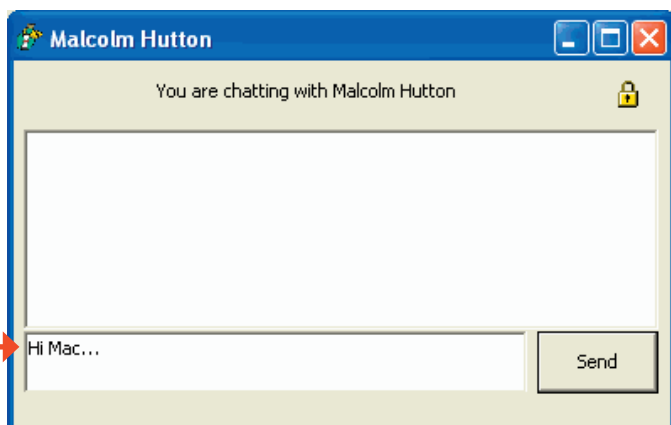
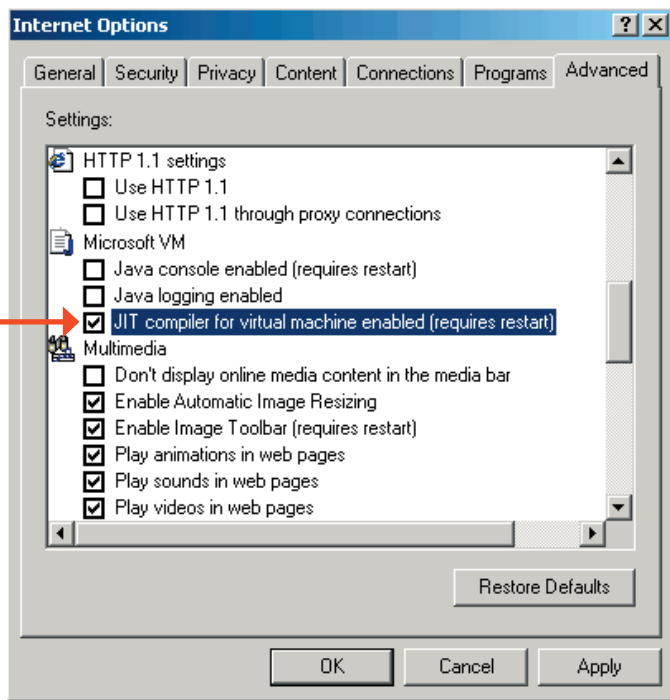


Figure D.5 Make sure you are typing in the lower part of the IM window

### Can't Type in Instant Message Window

If you click in the Instant Message window and begin to type, but nothing happens, make sure you are typing in the lower part of the window, not the upper part where the messages appear.

When you open the IM, the cursor comes up in the lower part of the window ready to type (Figure D.5).



**Figure D.6** The Advanced tab and what your Java settings should look like

## Collaborative Meeting Window Not Opening

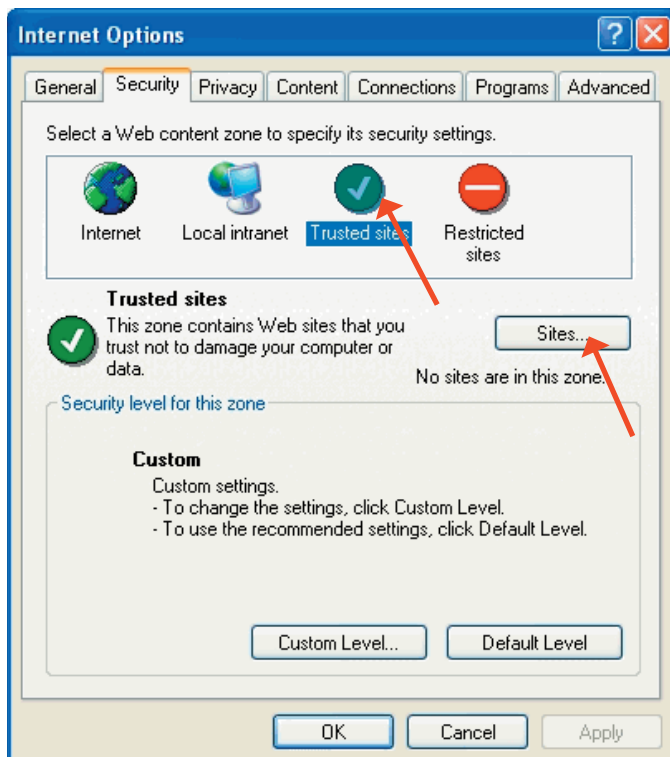
If your Secure Instant Messenger program with the community window works fine, but when you go to the Collaboration menu and attempt to initiate a meeting, nothing happens, there are several possible reasons.

### First Check Your Java Settings

1. Open Microsoft's Internet Explorer.
2. Select the **Tools** menu, then **Internet Options**.
3. Click on the **Advanced** tab.
4. Scroll down. If a version of Java is installed, you will see either "Microsoft VM" or "Java (Sun)" categories or both.

**Note:** Microsoft VM is the recommended Java client to install. The only checkbox that should be checked is the "**JIT compiler for virtual machine enabled**" (**Figure D.6**).

Having both Sun Java and Microsoft VM enabled can cause conflicts. If you see Java (Sun), ensure it does not have a check in its box and restart your computer if you make changes.



**Figure D.7** The Trusted Sites icon and the Sites button

### Service Pack 2 Requirements

Windows XP, Service Pack 2 introduces new variables to the setup which may cause CollabWorx to stop working until a few settings are corrected.

If this happens, you will need to add the URL or address to the ATSC CollabWorx as one of your Trusted Sites.

1. In the Internet Explorer Security tab, click the Trusted Sites icon.
2. Then click the Sites button (**Figure D.7**).

**Note:** Some organizations have disabled the Security tab and you will have to ask them to make the required changes for you.

Continued on the next page.

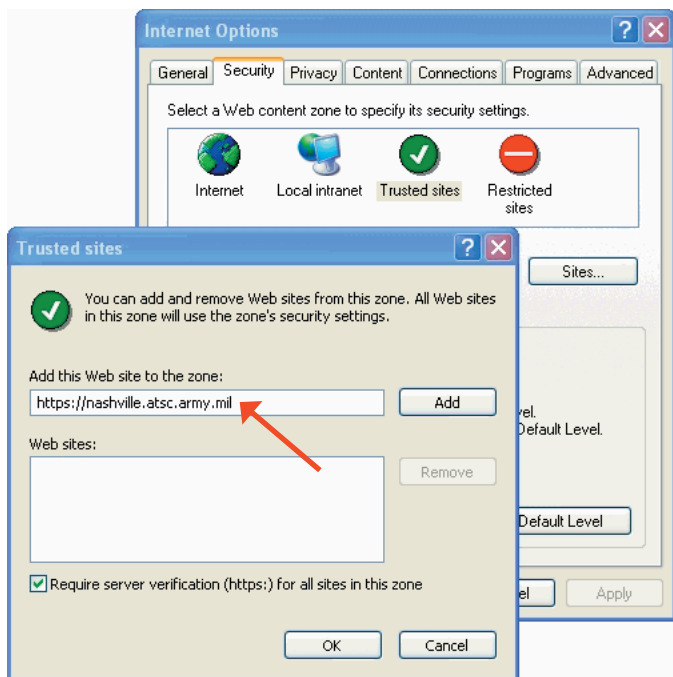


Figure D.8 Adding a Trusted Site

3. Enter the root of the ATSC server URL: <https://nashville.atssc.army.mil> (**Figure D.8**).
4. Click the Add button.
5. Click OK to close the Trusted Sites window.
6. Click OK to close Internet Options.
7. Test to see if your collaborative meeting works.

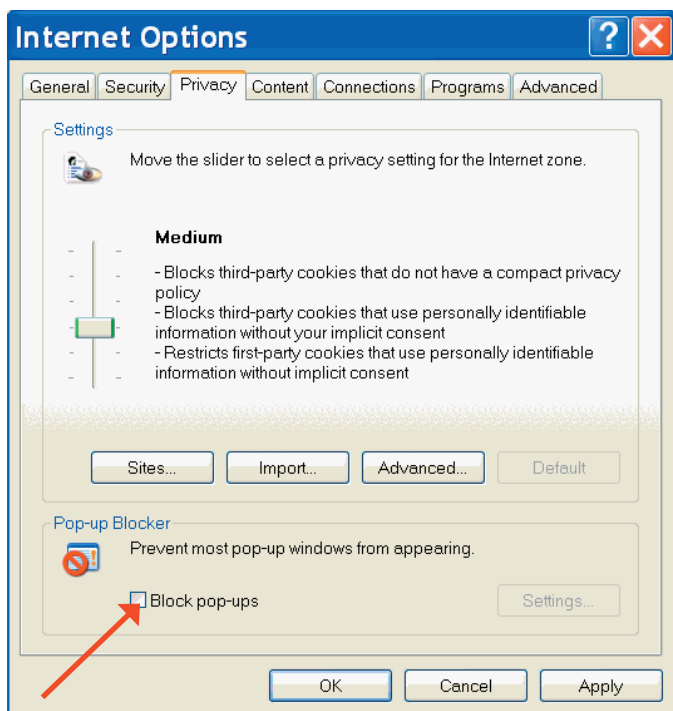


Figure D.9 Disable pop-up blocker

### Checking for Pop-Up Blockers

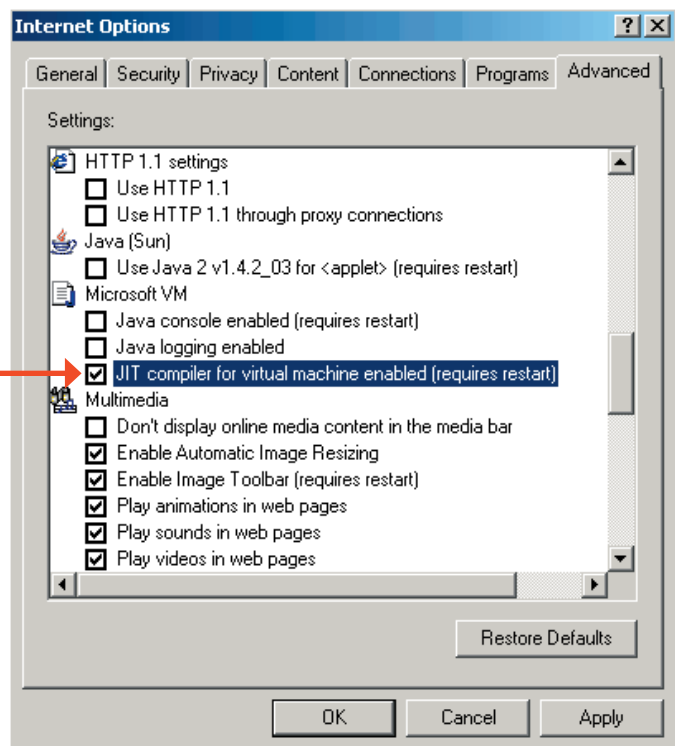
Another thing that can cause Collaborative Meetings not to work is a pop-up blocker. Service Pack (SP) 2 for Windows XP includes a pop-up blocker that may cause problems.

Pop-up blockers that install as part of browser or search site toolbars and 3rd-party vendor pop-up blockers can cause the same problem.

Here are the instructions for disabling the pop-up blocker included in SP2 for Windows XP.

1. Click the **Privacy tab** in Internet Options
2. Look to see if Pop-up blocker has a check in the box next to it.
3. If it does have a check, click the box to **remove the check**, then click OK (**Figure D.9**).

**Note:** Other types of pop-up blockers (such as those included with search engines) would cause the same problem and would need to be uninstalled.



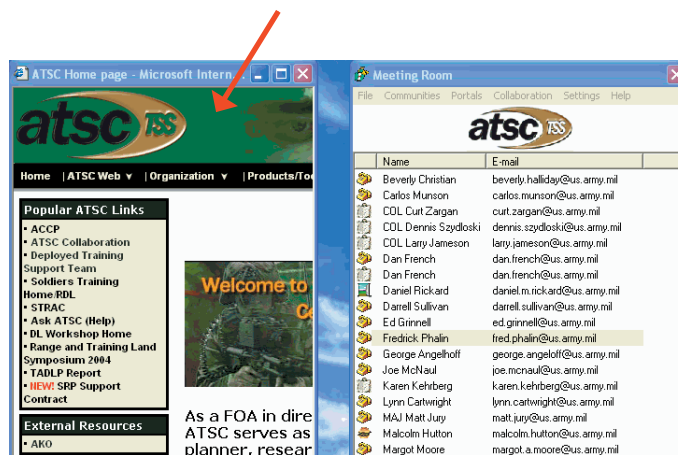
**Figure D.10** The Advanced tab and what your Java settings should look like

## The Camera Works, But Not in a Meeting

If your camera tests out fine in the Control Panel hardware test, but still won't work with a collaborative meeting, try the following

1. Check to see if Java (Sun) has a check next to it.  
Java (Sun) is known to cause some hardware problems.
2. Deselect Java (Sun).
3. Check "**JIT compiler for virtual machine enabled**" under Microsoft VM (**Figure D.10**).

If Microsoft VM is not an option, refer to Section 2 for installing it.



**Figure D.11** The ATSC website taking over the Meeting window

## The ATSC Website Took Over My Meeting Window

If you are in a meeting and have attempted to select something from the community window menu when the ATSC website suddenly takes over your meeting window (**Figure D.11**). This is caused by clicking on the ATSC logo, accidentally or otherwise.

1. Close your meeting window and restart or rejoin your Collaborative meeting.

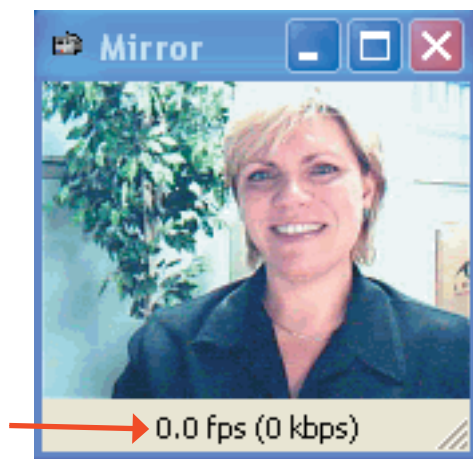


Figure D.12 Active audio and video settings

### My Video is Frozen at 0 fps

If your video goes to 0.0 fps and stays there, it may be frozen, not an unusual occurrence when using Internet Protocol (**Figure D.12**).

1. Click the Camera icon to **mute** the video. The red slash will reappear over the icon (**Figure D.13**).
2. Click the Camera icon to **unmute** the video. The red slash will disappear.
3. In a couple of seconds, your video should be back to streaming.

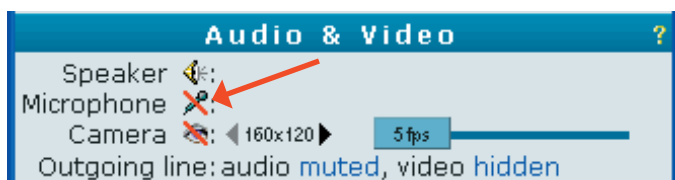


Figure D.13 Audio and video default settings set to mute

### I Can't Find the Other Participant's Video

With CollabWorx windows set to be On Top, some windows can come up behind others. This sometimes happens with video windows coming up behind other windows (**Figure D.14**).

To move participant's windows to the top:

1. Drag and move the top window out of the way.
2. Move each window to arrange your screen.

### My Video is Frozen at 0 fps

If your video goes to 0.0 fps and stays there, it may be frozen, not an unusual occurrence when using Internet Protocol (**Figure D.12**).

1. Click the Camera icon to **mute** the video. The red slash will reappear over the icon (**Figure D.13**).
2. Click the Camera icon to **unmute** the video. The red slash will disappear.
3. In a couple of seconds, your video should be back to streaming.

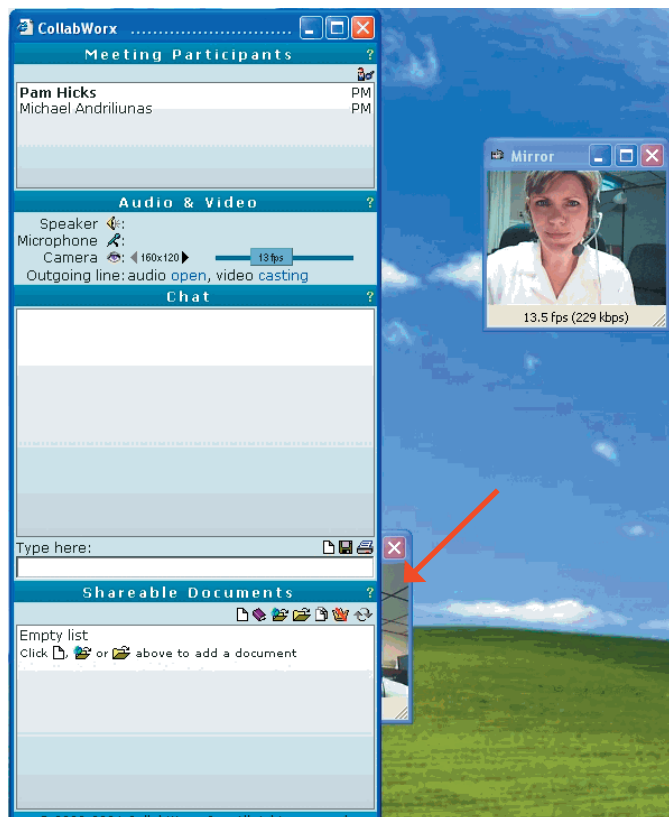


Figure D.14 The Advanced tab and what your Java settings should look like

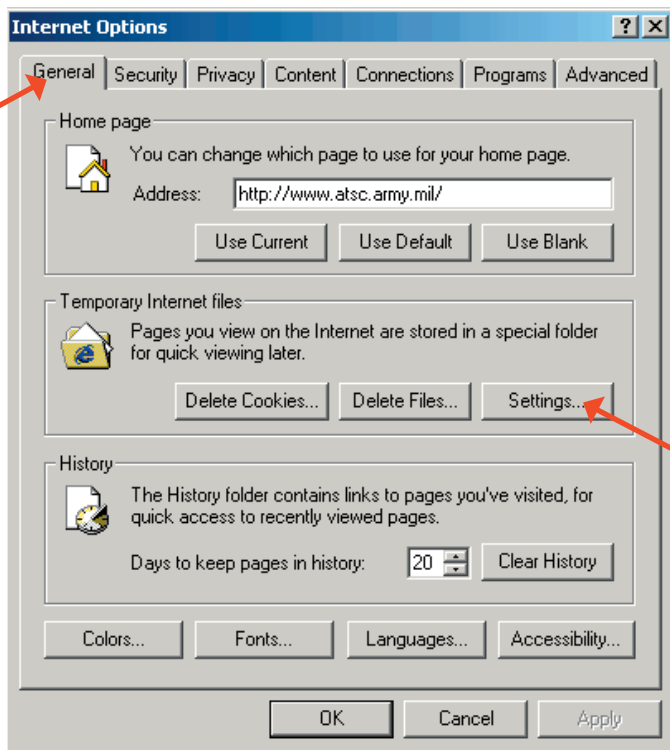


Figure D.15 Checking document viewer plug-ins

## My Shareable Documents Don't Work

If you are not able to view or share document, check to see if your document viewer plug-ins may not have loaded correctly.

1. Open Internet Explorer and click on the Tools menu, then click Internet Options. Make sure you are on the General tab, then click **Settings (Figure D.15)**.
2. Click **View Objects** in the next window (Figure D.16).
3. Look at the status next to each of the CollabWorx plug-ins to see if any have "Damaged" as a status. If they do, right-click the object and choose **Update or Remove**. The plug-in will reinstall the next time you load a meeting with shareable documents.

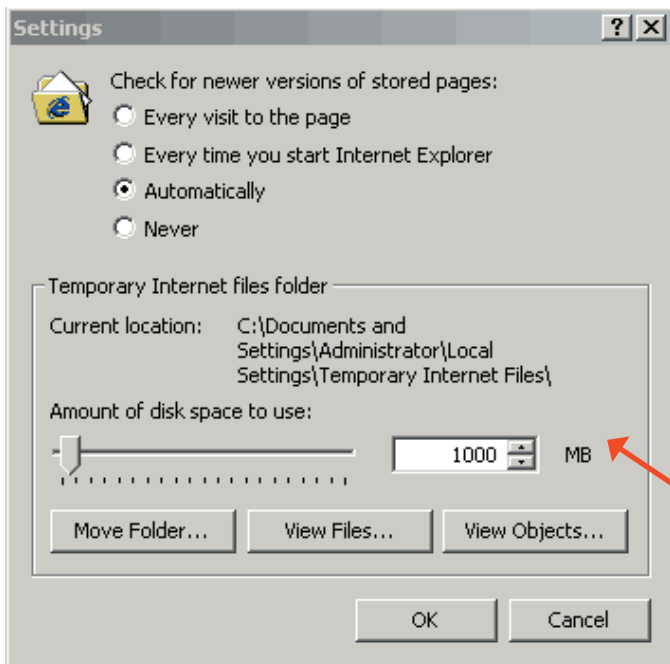


Figure D.16 View plug-in objects

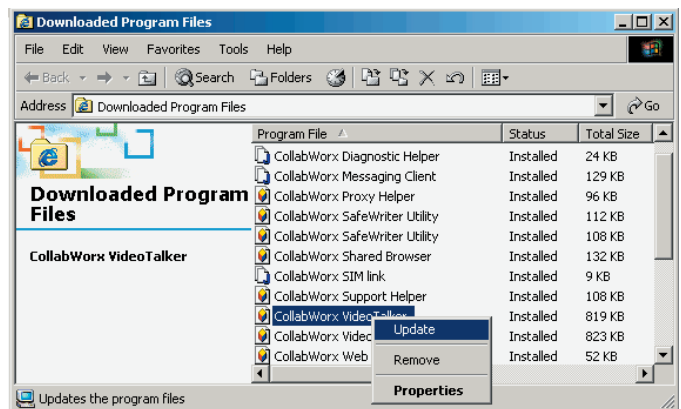


Figure D.17 Update or remove plug-in objects

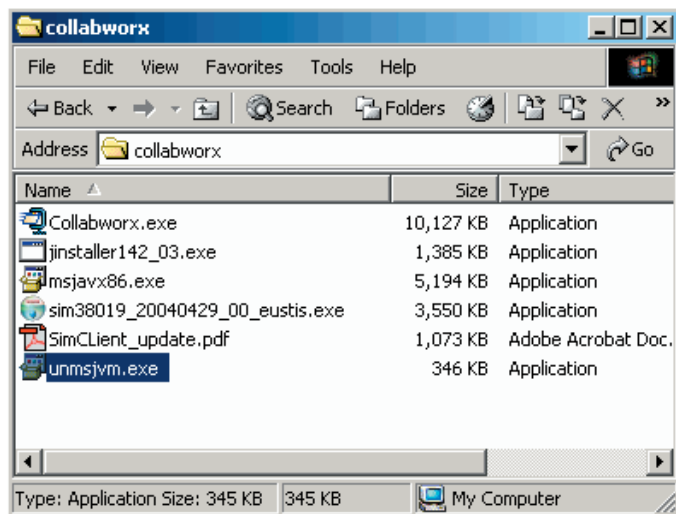


Figure D.18 Microsoft VM uninstall file

## Java Problems

We have included an uninstall file for Microsoft VM (**Figure D.18**).

Some Java-related problems have been traced to Microsoft VM either not installing properly the first time or having an older version.

When problems can't be resolved using other methods, we recommend using this file to uninstall and then reinstall Microsoft VM using the instructions in Section 2.